

Position Title:	East and Main Lobby Volunteers
Location:	East Lobby and Main Lobby
Reports To:	OVP Staff
Schedule:	Daily 8am – 4:30 pm and various weekend hours; typically 4 hour shifts
Physical Demands:	See Attached
Uniform:	Badge, choice of official OVP issued uniforms
Purpose:	to provide support to the visitors, patients and staff utilizing the Main and Diagnostic entrances
Qualifications:	<ul style="list-style-type: none"> · Understanding of and ability to maintain patient confidentiality · Committed to the Mission of Upstate University Hospital · Sensitivity and respect for the diversity of the people we serve · Abide by all infection control standards · Conduct oneself in a mature and responsible manner · Positive and approachable attitude · Good communications skills · Able to communicate clearly in English; bilingual skills are helpful · Understanding and ability to use good customer service skills · Understand scope and limitations of the volunteer role assigned · Adhere to the Volunteer Code of Conduct · Adhere to the Volunteer Dress Code expectations · Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role · Honor the commitment you have made to your role
Role Specific Qualifications:	<ul style="list-style-type: none"> · Must be able to push a wheelchair <250 pounds · Must have patience with interacting with visitors who are lost or in need of assistance · Very strong customer service skills a must
Training:	<ul style="list-style-type: none"> · Completion of New Volunteer Orientation through OVP · Maintaining compliance with annual and any additional, mandatory trainings · Completion of Department Role specific orientation
Duties:	<ul style="list-style-type: none"> · Assist with daily activities Check in patients, transport wheelchairs, answer phones and give directions · Escort patients when able instead of giving directions · Use excellent customer service skills in all encounters · Greet patients and families · Transport patients/visitors as requested · Deliver paperwork, charts, flowers and specimens as requested · Straighten desk and waiting areas as needed · Wipe down wheelchairs as used · Maintain patient confidentiality and respect patient rights · Be available for other duties as requested

Restrictions:

- Will not assist with transferring patient from chair to vehicle etc
- Will not transport patient with oxygen or IV poles
- Will not transport or deliver to patients on precautions
- Will not transport patients over 250 pounds

I agree that I have read and understand the scope of my role that I have been assigned. I agree to follow the description set out above. If I need further qualification, I will return to the OVP staff with questions.

Volunteer Signature

Date

OVP Staff Signature

Date