

Position Title:	Volunteer Express - Dispatcher
Location:	Express Office
Reports To:	OVP Staff
Schedule:	Monday – Friday, minimum 4-hour shift (Between 8:30am-4:30pm)
Physical Demands:	See Attached
Uniform:	Badge, choice of official OVP issued uniforms
Purpose:	
To assist the Express Office in dispatching other volunteers to be couriers and transporters	
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 · Will come to OVP with questions about any roles the volunteer can/cannot fill 	
Role Specific Qualifications:	
<ul style="list-style-type: none"> · Ability to answer phone appropriately · Ability to take a message accurately and communicate it to volunteers · Ability to learn to dispatch errands appropriately · Understand that all questions/concerns are to be brought to OVP staff · Ability to interact and assist with other volunteers of teen, college and adult programs 	
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 specific orientation 	
Duties:	
<ul style="list-style-type: none"> · Answer phone with a pleasant voice and demeanor · Take the information correctly in order to dispatch volunteer · Assure that all volunteers are being active by assigning them calls · Accurately document calls on Express sheets · Ensure all wheelchair transports are highlighted and tallied at the end of the shift · Ensure good handoff to new shift of volunteers arriving · Politely decline any call that is beyond the duties or abilities of the volunteers · Re-direct any difficult calls to the OVP staff · Document any remarkable calls and report to the OVP staff, noting time, caller's name & location, situation, volunteer involved and outcome 	

Restrictions:

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

Position Title:	Volunteer Express - Courier
Location:	DT - Express Office
Reports To:	OVP Staff
Schedule:	Monday – Friday, 8:30am - 4:30pm; 4-hour shifts, Some weekends
Physical Demands:	See Attached
Uniform:	Badge, choice of official OVP issued uniforms
Purpose:	
To perform errands throughout the hospital and to some campus locations, resulting in staff efficiency increased patient care and satisfaction	
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 · Will come to OVP with questions about any roles the volunteer can/cannot fill 	
Role Specific Qualifications:	
<ul style="list-style-type: none"> · Desire to help and be active 	
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 specific orientation 	
Duties:	
<ul style="list-style-type: none"> · Provide messenger duties in hospital and between some campus buildings; such as medical records, patient charts, lab runs, mail, clinic reports, department-to-department runs · Periodic special projects for departments; for ex: mailings, posters, material assembly. · Provide customer service support such as giving directions or accompany visitors to their destination · Volunteers utilizing wheelchairs for personal transport, will be deployed as couriers as well as escorts · On occasion a volunteer is asked to work in a special department – “on special assignment” 	
Restrictions:	
<ul style="list-style-type: none"> · Will not enter the rooms of or transport precaution room patients 	

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