

# JOB DESCRIPTIONS COVERSHEET FOR VOLUNTEERS

## SECTION A

### STANFORD HOSPITAL AND CLINICS

Department: Emergency Department	Title: Volunteer
Reports To: Guest Service Representation	Shift:

Type of Position:     SHC Volunteers  
                           Auxiliary  
                           Other: \_\_\_\_\_

#### Scope

Stanford Emergency Department volunteers focus on facilitating a low stress and positive experience for all of our guests. They are able to enhance the quality of patient care by aiding clinical staff in rendering assistance, comfort and compassion to all guests.

#### POSITION SUMMARY

1. Let the Guest Representative know you are here and put your name on the white board
2. Ask Guest Representative if there are any rooms that are restricted or inappropriate for you to enter
3. Visit with patients and offer friendly conversation
4. Clean & make gurneys beds
5. Fill blanket warmer
6. Monitor linen cart
7. Monitor wheelchair availability
8. Provide comfort measures bring blankets, magazines, tissues, etc
9. Help re-stock patient care areas when asked
10. Help navigate guests to various areas of the hospital
11. Perform errands when requested
12. Provide phone access to patients (Spectralink)
13. Assist with play activity for pediatric patients
14. Offer coloring books, crayons to children with parents permission
15. Be an accurate information resource to patients, families, and staff

#### Limitations

- Assisting and / or viewing a medical procedure / examination
- Giving patients food or drink without asking nurse
- Personal opinions regarding treatment decisions
- Judgment of patient's level of acuity
- Performing treatments
- Recommending treatments
- Giving spiritual guidance

#### REPORTING RELATIONSHIPS:

Reports to: Guest Service Representative on Duty

LICENSE/CERTIFICATION REQUIREMENTS:

DMV: \_\_\_Y \_\_\_x\_\_\_N

CPR: \_\_\_Y \_\_\_x\_\_\_N

HealthStream: \_\_\_x\_\_\_Y \_\_\_N

EXPECTATIONS:

- Follow dress code
- Maintain patient confidentiality at ALL times
- Always be polite and professional at all times
- Be self-motivated
- Be self-confident
- Be flexible in response to changing needs and requests
- Be non-judgmental in dealing with people of diverse cultures and different socio-economic levels
- Utilize effective communication skills
- Maintain a proactive approach to our guests/patients, staff, and families
- Respect closed doors and curtains
- Wash hands before and after patient contact and frequently during the shift
- Get to know the staff.
- Models excellent customer service practices: be polite and courteous

Ages Served

\_\_\_ Not Applicable

___ Pediatrics 31 days-18 y/o	___ Adult 18-65 y/o	___ Geriatric 65 y/o +
___ Adolescent 12-17 yrs.	___ Young Adult 18-39 yrs.	___ Older Adult 65-79 yrs.
___x___ All Ages	___ Middle Adult 40-65 yrs.	___ Elderly 80 yrs. +

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**Director Acknowledgement:**

This document contains the description of assigned job responsibilities for the above mentioned volunteer position.

Melodie Brenner, Interim Director of Volunteer Services

April 10, 2009