

Facility

JOB DESCRIPTION

I. JOB TITLE: Volunteer **JOB CODE:**
DEPARTMENT: Breast Imaging **JOB FAMILY:**
REPORTS TO: Assistant Supervisor **F-LSA: Non-Exempt**
DATE APPROVED: December, 1998 **DATE REVISED: 04/06/04**

II. GENERAL SUMMARY:

To offer assistance to patients and their families. Support department staff members through performance of miscellaneous office/clerical tasks. Demonstrates actions consistent with Service Principles as duties performed on a daily basis.

III. MINIMUM QUALIFICATIONS:

A. Education, Experience & Training:

Adult or juniors, good guest relations, practices service excellence, flexible, self-motivated. Volunteer orientation requires rotation through all sections of the department to learn procedures. Normally three to four weeks orientation is necessary to comprehend the daily workings, depending on the number of hours volunteered.

B. Other Qualifications:

Ability to understand/comprehend /speak the English language. Other language skills welcomed but not necessary. Computer/typing skills welcomed.

C. Physical Demands:

Must possess the ability to walk, stand, push, stoop, and lift.

IV. ESSENTIAL JOB DUTIES:

1. Escort patients to the dressing areas and/or exam rooms.
2. Greet and perform check in duties for patients.
3. Entering patient/exam information into the computer systems.
4. Introduce themselves to patients they are assisting.
5. Volunteers are expected to act as a hostess for patients in sub waiting and procedure area.

Standards

Total Weight = 100%

V. APPROVALS:

Administrative Director, Imaging Services

Compensation

Date

Date

VI. This job description is a summary of the primary duties and responsibilities of the position. It is not intended to be a comprehensive listing of all duties and responsibilities. Contents are subject to change at management's discretion.

JOB PERFORMANCE STANDARDS

JOB TITLE: Volunteer
DEPARTMENT: Breast Imaging

JOB CODE:
FLSA STATUS: Non-exempt

Essential Job Duty	Weight	Standards
I. Escort patients to the dressing areas and/or exam rooms.	20%	<ul style="list-style-type: none">Escort patients to the dressing areas and/or exam rooms as requested by superiors. Provide patients with blankets, emesis basins and other comfort items as needed.
II. Greet and perform check in duties for patients.	20%	<ul style="list-style-type: none">Greet and perform check in duties for patients under direction of the receptionist. File or copy as needed. Developing films, preparing exam room for patients.
III. Entering patient information into the computer systems.	20%	<ul style="list-style-type: none">Volunteers assist in entering patient/exam information into the computer systems.
IV. Introduce themselves to patients they are assisting.	20%	<ul style="list-style-type: none">Volunteers will introduce themselves to patients they are assisting. If a patient asks a question they cannot answer, he/she will refer them to a superior for help. The role of a volunteer is to assist in support of the patients and staff. It is not appropriate for volunteers to discuss the patients' diagnosis, prognosis, or to assist in direct patient care.
V. Volunteers are expected to act as a hostess for patients in sub waiting and biopsy area.	20%	<ul style="list-style-type: none">Volunteers are expected to be available to assist patients with filling out paper work, dressing and undressing, answering questions and comforting while waiting for procedures.