

**POSITION DESCRIPTION
BROWARD HEALTH**

Title: Volunteer

Effect Date: 9/2018

Position Code: N/A

Unit Specific: VOL. SVCS

POSITION SUMMARY:

The volunteer is a non-employed staff member who volunteers hours performing specific identified duties and function at Broward Health. Volunteer services are limited to humanitarian, charitable or public service duties. Volunteers do not replace employee functions or impair employment of a Broward Health position.

SUPERVISION:

A. Reports to: Volunteer Coordinator/or other Regional Designee

B. Supervises:

POSITION QUALIFICATIONS:

A. Education (or equivalent years of experience):

N/A

B. Experience (or equivalent education):

N/A

WORKING CONDITIONS:

A. Physical demands required on a regular basis to perform the essential functions of this Position:

Active Volunteer Role for Patient Care Support –**Medium**. Independent unassisted ambulation required and ability to push utility/supply carts or wheelchairs.

Sedentary Volunteer Role for Guest Services/Customer Service/Department Support - **Light**. Short distance ambulation required. Position requires to be seated 75%of the time.

B. Environmental demands under which this Position is performed on a regular basis:

Moderate

TECHNICAL DUTIES/COMPETENCIES:

1. GENERAL

- A. Maintains confidentiality for patient information and facility specific information at all times
- B. Adheres to Broward Health Social Media policy at all times.
- C. Maintains professional decorum, dress and behavior. Wears volunteer attire and ID badge while on duty at facility
- D. Ensures a polite, quiet and helpful atmosphere
- E. Follows check in/check out attendance procedures for duty
- F. Completes assigned duties
- G. Follows Standard Precautions at all times.

2. PATIENT CARE SUPPORT

- A. Knows with various departments and facility layout to provide visitors and patients accurate directions.
- B. Accompanies/escorts visitors and patients to various facility locations/departments
- C. Runs errands to pick up supplies from facility departments
- D. Interacts with patients in an appropriate manner, provides reading materials or plays games /reads to younger children
- E. Promptly reports any safety issue or patient concerns to the individual in charge asap.
- F. Picks up dietary trays as directed by staff and returns to kitchen
- G. Refills patient water pitchers as directed utilizing standard precautions
- H. Assists patients with discharge as directed by nursing staff after all appropriate documentation has been completed.
- I. Assists weight bearing patients as directed by staff into wheelchair utilizing safe wheelchair transfer procedures.
- J. Adheres to facility customer service standards. Addresses individual/patients by their appropriate last name.
- K. Maintains neatness in waiting rooms/Pediatric Play areas. Wipes down touch areas with approved antiseptic wipes.
- L. Assists staff with readying stretchers for patients.

3. **Guest Services/Customer Service/Department Support**

- A. Greets and directs all visitors in the lobby and waiting room areas. Looks up patient location in computer system.
- B. Remains at reception/lobby desk areas until relieved by another volunteer or staff member.
- C. Refers/directs all visitors to the appropriate areas
- D. Refers any solicitation to HR and/or PBX or Security to manage.
- E. Promptly answers all telephone calls in a courteous and friendly manner and routes to the appropriate department.

- F. Notifies Administration when visitors are routed to their areas.
- G. Maintains standard precautions in work area and keeps publicly viewed areas neat/tidy.
- H. Answers department/office telephones.
- I. Performs clerical duties which support the department, i.e., mailings, volunteer newsletters, etc.
- J. Assists with Volunteer/Auxiliary projects/services as requested, (i.e. gift shop operations, fundraisers, etc.)
- H. Delivers flowers as directed.

4. **Diabetes Family Mentor Program**

- A. Visits designated individuals with newly diagnosed Type 1 Diabetes, and their family members (adult and pediatric) in the acute care setting as determined by the managing endocrinologist or other health practitioner. Mentors under the age of 18 are accompanied by parent (screened parent).
- B. Provides peer to peer emotional support/listening ear to the individual with Type 1 and/or their family members about adjusting to a diagnosis of Type 1 diabetes and living successfully with it. Offers suggestions for community support.
- C. Provides a positive role model of successful type 1 diabetes management, including diabetes self-care tasks and a healthy lifestyle.
- D. Offers suggestions for living with type 1 diabetes, including balancing an active lifestyle, school and sports with appropriate diabetes management.

5. **Pet Assisted Therapy Program**

- A. Maintains good standing with a recognized Pet Therapy sponsoring programs to ensure all the animal has the appropriate credentialing for behavioral screening, obedience training, health forms/vaccinations, insurances and certifications.
- B. Ensures the pet has been groomed, bathed, including nail clipping and inspected for any ticks/fleas or other infesting organism prior to entry tp the facility.
- C. Ensures the pet has been walked and has met their elimination needs prior to the therapy visit. Carries appropriate supplies and tools to manage any pet "accident" while on premises

- D. Coordinates the time of their therapy arrival with the Child Life Coordinator or other therapy designee. Site and duration of the visit is determined at the time of arrival bases upon the type of pet, size, and patient condition.

- E. Ensures appropriate hand hygiene, instructs others who touch the animal to use the appropriate hand hygiene product after interaction. Communicates with the Child Life Coordinator or other designee their future availabilities and any instances of personal illness, or scheduling conflicts.

All Position requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the Position proficiently. This Position description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Volunteers will be required to perform any other Position-related instructions as requested by their supervisor, subject to reasonable accommodations.

Volunteer Signature_____

Date:_____

Printed Name:_____

Witness:_____