

# Volunteer Position Description

<b>Position Title:</b>	Volunteer Services Escort
<b>Position Type:</b>	Service Personnel
<b>Facility:</b>	Edg ,Flo, Ft.T
<b>Position Summary:</b>	
This position contributes to the mission of St. Elizabeth Healthcare by providing patients/guests with a personal escort to departments located throughout the St. Elizabeth facility.	
<b>Qualifications:</b>	
<ul style="list-style-type: none"><li>• Excellent communication and interpersonal skills</li><li>• Ability to maintain confidentiality</li><li>• Ability and willingness to hear the questions or concerns of patients/guests</li><li>• Ability to display and maintain a professional and courteous attitude</li><li>• Ability to problem solve with positive outcomes for guests and facility</li><li>• Ability to work independently and with another person</li><li>• Experience with or willingness to acquire computer and telephone skills</li><li>• Must be able to walk long distances in order to escort patients and visitors, and must be able to push a wheelchair</li></ul>	
<b>Duties &amp; Responsibilities:</b>	
<ul style="list-style-type: none"><li>• Welcomes all customers utilizing established procedures as outlined in manual</li><li>• Directs and/or escorts patients/guests to appropriate destination</li><li>• Assists with internal patient transportation needs by transporting guests/patients using a wheelchair or by walking them to their destination</li><li>• Able and willing to cover for Information Desk volunteer during volunteer breaks or absence from the desk</li><li>• Creates an environment of acceptance and respect for cultural differences</li></ul>	
<b>Key Accountabilities:</b>	
Each St. Elizabeth Escort will be evaluated based on the following measurements: <ul style="list-style-type: none"><li>• Maintains patient confidentiality</li><li>• Demonstrates excellent customer service skills based on the WE CARE service guidelines</li><li>• Correctly directs guests</li><li>• Able to transport guests to various departments throughout St. Elizabeth using a wheelchair or by walking a long distance</li><li>• Maintains regular weekly schedule</li><li>• Exhibits a professional, clean, neat appearance when on duty</li><li>• Receives no more than three documented concerns about service within any six-month period</li><li>• Able to describe and demonstrate St. Elizabeth Healthcare safety procedures for emergency situation within one month of start date</li><li>• Demonstrates appropriate referral of a guest concern within two weeks of start date</li></ul>	
<b>Time Commitment:</b>	
One 3 or 4 hour shift per week; shifts are 10a-2p or 3:30-6:30p Monday through Friday at the Visitor Information Desk in Edgewood. Volunteers working the 10a-2p shift may take a ½ hour break at 12p for their lunch using a meal voucher. Volunteers working the 3:30-6:30p shift are not authorized to take a ½ hour break; however, they may use a meal voucher before or after their shift.	
<b>Uniform:</b>	
Regular Volunteer Uniform; volunteer badge must be worn on shirt collar or upper portion of body so it is visible to guests/patients.	