

Volunteer Position Description

Position Title:	Volunteer Services Escort
Position Type:	Service Personnel
Facility:	Edg ,Flo, Ft.T
Position Summary:	
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.	
Qualifications:	
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Ability to maintain confidentiality • Ability and willingness to hear the questions or concerns of patients/guests • Ability to display and maintain a professional and courteous attitude • Ability to problem solve with positive outcomes for guests and facility • Ability to work independently and with another person • Experience with or willingness to acquire computer and telephone skills • Must be able to walk long distances in order to escort patients and visitors, and must be able to push a wheelchair 	
Duties & Responsibilities:	
<ul style="list-style-type: none"> • Welcomes all customers utilizing established procedures as outlined in manual • Directs and/or escorts patients/guests to appropriate destination • Assists with internal patient transportation needs by transporting guests/patients using a wheelchair or by walking them to their destination • Able and willing to cover for Information Desk volunteer during volunteer breaks or absence from the desk • Creates an environment of acceptance and respect for cultural differences 	
Key Accountabilities:	
<p>Each St. Elizabeth Escort will be evaluated based on the following measurements:</p> <ul style="list-style-type: none"> • Maintains patient confidentiality • Demonstrates excellent customer service skills based on the WE CARE service guidelines • Correctly directs guests • Able to transport guests to various departments throughout St. Elizabeth using a wheelchair or by walking a long distance • Maintains regular weekly schedule • Exhibits a professional, clean, neat appearance when on duty • Receives no more than three documented concerns about service within any six-month period • Able to describe and demonstrate St. Elizabeth Healthcare safety procedures for emergency situation within one month of start date • Demonstrates appropriate referral of a guest concern within two weeks of start date 	
Time Commitment:	
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.	
Uniform:	
Regular Volunteer Uniform; volunteer badge must be worn on shirt collar or upper portion of body so it is visible to guests/patients.	