

Volunteer Position Description

Position Title:	Guest Guide
Position Type:	Service Personnel
Facility:	Edg
Position Summary:	
<p>A Guest Guide is an integral part of creating a positive and welcoming visit for guests of St. Elizabeth. Partnering with Registration and Outpatient Services, the Guide is responsible for taking guests to their destinations. In addition to providing direction to guests, this volunteer will be available to assist with wheelchair transport.</p>	
Qualifications:	
<ul style="list-style-type: none">• Excellent communication and interpersonal skills• Must be able to walk long distances in order to escort patients and visitors• Must be able to push a wheelchair• Must be able to stand for entire shift (3-4 hours)• Ability to maintain confidentiality and willing to hear questions/concerns of guests• Ability to display and maintain a professional and courteous attitude	
Duties & Responsibilities:	
<ul style="list-style-type: none">• Walks guests to destination• Assists with wheelchair transport of outpatients and visitors• Responsible for rounding 3A Patient Entrance waiting areas to ensure guests are being assisted• Help maintain an inviting environment within 3A waiting areas (i.e. stock magazines pick up trash left, etc.)• Other duties & responsibilities as defined by Volunteer Services in coordination with Registration and Professional Services	
Key Accountabilities:	
<ul style="list-style-type: none">• Maintains patient confidentiality• Demonstrates excellent customer service skills• Able to guide guests to various departments throughout St. Elizabeth using a wheelchair or by walking• 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	
Time Commitment:	
One 4 hour shift per week; shifts are 8am-12pm or 12pm-4pm, Monday through Friday.	
Uniform:	
Approved volunteer uniform, badge must be worn on shirt collar or upper body so it is visible to guest/patients.	