

Volunteer Position Description

Position Title:	Surgery Waiting Area Liaison
Position Type:	Non-patient Care or Service Personnel
Facility:	Edg ,Flo, Ft.T
Position Summary:	
To act as liaison between families and surgery staff.	
Qualifications:	
<ul style="list-style-type: none">• Excellent communication skills and interpersonal skills.• Ability to maintain confidentiality.• Ability to display and maintain a professional and courteous attitude.• Must have good mobility and be able to stand and walk/navigate through hospital.• Compassionate• Ability to problem solve with positive outcomes for guest and facility• Ability to defuse negative emotional situations• Good listening and hearing skills	
Duties & Responsibilities:	
<ul style="list-style-type: none">• Greet all and make eye contact• Service coffee machine• Coordinate referrals to hospital services• Document daily activities on daily log sheet• Act as liaison and provide communication between staff/families• Escorting families to consultation rooms to meet with physician• Explain role to families	
Key Accountabilities:	
<ul style="list-style-type: none">• Maintains confidentiality• Demonstrates excellent customer service skills based on the WE CARE service guidelines• Maintains regular weekly schedule• Exhibit a professional, clean, neat appearance when on duty• Interacts tactfully, courteously and patiently with patients, guest and staff	
Time Commitment:	
<ul style="list-style-type: none">• Minimum one, four-hour shift per week	
Uniform:	
Standard Volunteer uniform	