

Emergency Department (ED) Volunteer Position Description and Duties

Position:	Emergency Department Volunteer
Department:	Emergency Department
Reports to:	Charge Nurse, under the direction of the Emergency Department Manager
Liaisons:	ED Volunteer Program Coordinator

Overview

ED Volunteers provide support and assistance to the Emergency Department staff, patients and families from the time the patient presents to the Emergency Department for care until they are discharged. While there may occasionally be opportunities for supporting patients and staff during the provision of clinical care, ***the focus of this position is providing comfort and service to Emergency Department patients and their families...keeping them informed.***

Qualifications

- Sophomore or higher in good academic standing. Must have – and maintain - a minimum cumulative GPA of 3.0.
- Personal qualities – mature, positive, compassionate, service-oriented, and self directed
- Able to communicate clearly in English; bilingual skills are very helpful
- Able to handle a fast paced, constantly changing environment in a calm manner
- Previous hospital/healthcare experience is useful, but not required.

Commitment

- A two semester commitment to work a ***minimum of one 3 – 3.5 hour shift a week while school is in session is required (1 year).***
- Shifts are available 7 days a week primarily from 12:30 pm – 11:00 pm. However, the number of volunteers per shift is limited.
- There is no guarantee that a specific shift will be available. Volunteers must be able to provide several shift options each semester. Every attempt is made to provide a workable schedule for every volunteer, but flexibility is needed.
- Frequent changing/canceling of shifts is not allowed. Volunteers will be dismissed from the Program if this occurs. Vacations and personal emergencies are the only exceptions.
- Must be able to provide own transportation to and from the Hospital.
- Attendance at mandatory training update meetings, health fairs, etc. that may be required during the year.

Training

- Completion of Initial Orientation and ED Specific Orientation ***required*** prior to working the first shift.
- Completion of Reorientation is ***required*** on an annual basis for continuing volunteers.
- **Other - must be completed prior to working first ED shift**

- Completed application on file with MHF Emergency Department/Volunteer Services
- Meet MHF requirements for TB, immunizations and background screening
- Obtain MHF name badge from Human Resources Department
- Purchase an ED polo shirt

Specific Duties/Responsibilities

1. Shows an understanding of MHF’s mission, vision and values in performing ED Volunteer duties.
2. Adheres to MHF Standards of Conduct while performing all ED Volunteer duties.
3. Demonstrates an active commitment to providing excellent customer service. Strives to exceed customer expectations. Promotes the ED “**comfortable and informed**” culture.
4. Maintains confidentiality of ED, hospital, and patient information at **all** times, even when off-duty.
5. Adheres to infection control and prevention guidelines while performing all ED Volunteer duties.
6. Assists in providing a caring and comforting atmosphere for patients and families by rounding on patients in rooms/lobby, asking specific questions to address whether or not needs are being met. Facilitates the flow of information between patients, families, the ED, and the hospital community.
7. Receive report and updates white boards in assigned rooms.
8. Carries Spectralink on person during entire shift (7334)
9. Assists ED staff by communicating with patients and families, running errands, answering call lights, giving directions, assisting with transportation of patients (as trained, only).
10. Identifies opportunities for service recovery and provides appropriate interventions and/or communicates need for intervention to the ED staff.
11. Upon identification, calls Environmental Services as needed to clean bathrooms, empty trash or wipe up large spills.
12. Maintains a professional appearance consistent with the hospital and ED dress code policies.
13. Treats every person with respect, concern, and hospitality regardless of race, ethnicity, gender or sociological background in order to promote gracious human interactions.
14. Ensures optimal operation of the ED by adhering to attendance expectations and documenting hours worked appropriately.

I have reviewed the ED Volunteer Position Description and Duties. The contents of this document have been clearly explained to me. Questions I have related to this document have been answered to my satisfaction.

I understand that I have committed to volunteering for a minimum of 3 hours each week in the Emergency Department for a minimum of one academic year.

Signature of Emergency Department Volunteer

Date

Print Name

MHF Volunteer Services Representative

Date