

## 4 North Telemetry Volunteer Saint Agnes Medical Center

**Review Date: August 2024** | **Approved: Manager, Volunteer Services**

<b>Objective:</b>	Assist with department needs to create a positive environment and experience for patients and visitors.
<b>Hours:</b>	Monday to Friday 8am to 7:30 pm
<b>Reporting to:</b>	Nurse Manager and Volunteer Services Manager
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates good verbal and written communication skills.</li> <li>▪ Extroverted, mature, positive, service-oriented individuals.</li> <li>▪ Maintain Confidentiality</li> <li>▪ Must be able to communicate clearly in English, bilingual skills a plus.</li> <li>▪ Willing to learn and develop skills.</li> <li>▪ Ability to work with detailed information and follow directions.</li> </ul>
<b>Training:</b>	As determined by Nurse Manager
<b>Competencies:</b>	<ul style="list-style-type: none"> <li>▪ Positive Customer Service skills</li> <li>▪ Understanding and following directions.</li> <li>▪ Good verbal and written communication skills</li> <li>▪ Working effectively with others.</li> <li>▪ Working with confidential documents and records</li> <li>▪ Organization skills.</li> </ul>
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>▪ Notify Practice Coordinator and Volunteer Manager of any absences and/or schedule changes.</li> <li>▪ Sign in and sign out when reporting to and leaving volunteer assignment.</li> <li>▪ Wear volunteer uniform and hospital-issued identification badge</li> <li>▪ maintain confidentiality at all times and do not discuss any information learned while on-site to anyone outside of the unit, department or hospital.</li> <li>▪ Bringing Ava-Sitter Machines from the 1<sup>st</sup> floor to 4 North</li> <li>▪ Assisting with Phone Calls</li> <li>▪ Responding to Call lights for non-clinical purposes. Example: Patient wants TV remote, etc. Similar to the newly implemented “No Pass Zone” policy.</li> <li>▪ Companionship with patients who seek conversation and do not have visitors.</li> </ul>