

## 2 Main Desk supporting Pre-Op and Surgical Waiting Rooms Saint Agnes Medical Center

**Review Date: January 2025** | **Approved: Manager, Volunteer Services**

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| <b>Objective:</b>        | Greet patients and visitors upon arrival. Offers directions and guides them to the Pre-Op and Surgical Recovery Waiting Rooms.  |
| <b>Hours:</b>            | Monday to Friday – 6:00am to 4:00pm   |
| <b>Reporting to:</b>     | Nurse Manager and Manager of Volunteer Services   |
| <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> </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> </ul>  |
| <b>Responsibilities:</b> | <ul style="list-style-type: none"> <li>▪ Notify Manager of Volunteer Services 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>▪ Escorting patients and visitors to Waiting Rooms</li> <li>▪ Calling the Recovery Unit for Families to discuss Patient's status.</li> <li>▪ Act as a liaison between family and patient to provide support.</li> <li>▪ Facilitate a comforting environment for families, including offering a clean, inviting and relaxing waiting room.</li> <li>▪ Providing directions to those who ask while on the 2<sup>nd</sup> floor.</li> </ul> |