

Cardiovascular Waiting Room

Saint Agnes Medical Center

Review Date: July 2024

Approved: Manager, Volunteer Services

Objective:	To be the cheerful, competent and confident liaison among the patient, family member of patient having procedure, the physician and/or staff member.
Hours:	Monday to Friday – 7:00am to 10:00am, 10:00am to 1:00pm, 1:00pm to 4:00pm
Reporting to:	Department Manager, Manager of Volunteer Services
Qualifications:	<ul style="list-style-type: none"> ▪ Demonstrates good verbal and written communication skills. ▪ Extroverted, mature, positive, service-oriented individuals. ▪ Maintain Confidentiality ▪ Must be able to communicate clearly in English, bilingual skills a plus. ▪ Ability to take the initiative and be flexible assuming differing roles as needed to provide comfort for patients and their families. ▪ Willing to learn and develop skills.
Training:	As determined by Department Manager
Competencies:	<ul style="list-style-type: none"> ▪ Relay patient requests accurately and effectively. ▪ Understanding and following directions. ▪ Working effectively with others. ▪ Working with confidential documents and records
Responsibilities:	<ul style="list-style-type: none"> ▪ Notify Volunteer Manager of any absences, sign in and sign out when reporting to and leaving volunteer assignment; wear volunteer uniform and hospital-issued identification badge; maintain confidentiality at all times and do not discuss any information learned while on-site to anyone outside of the unit, department or hospital. ▪ Greet family members of patients having a procedure. Be sure to keep schedule covered to ensure patient confidentiality. ▪ Act as a liaison between family and patient to provide support. ▪ Facilitate a comforting environment for families, including offering a clean, inviting and relaxing waiting room. ▪ Other duties as determined.