

## SERVICE POSITION

<b>POSITION:</b>	Floater Volunteer	<b>EFFECTIVE DATE:</b> 01/2014
<b>DEPARTMENT:</b>	Patient Floors	Revised 10/2017
<b>SITE:</b>	University Health System (UHS)	
<b>COVERAGE:</b>	Monday through Friday 8 a.m.-4:30 p.m. (4 hour shifts preferred)	

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**Position Purpose:** To support the patient floor staff with daily patient care tasks.

Assignment: Volunteer Services Department

Volunteer: Volunteer Coordinator  
Volunteer Services

### Essential Functions:

- Answer telephone calls promptly, utilizing customer care skills.
- File alphabetically and/or numerically.
- Keep patient's immediate area clean and neat.
- Assist nursing personnel with patient transporting.
- Transport **empty** beds/wheelchairs/equipment from one floor to another.
- Break down or create new charts.
- Assist patients with filling out menus.
- Assist patients with fluid intake.
- Pick up materials from Central Supply.
- Stock supplies.
- Escort family and patients to destination.
- Anticipate and recognize non-verbal cues to assist as appropriate.
- Answer questions about other services provided by UHS.
- Stay focused on surroundings and the patients using the facility.
- Refrain from activities that may cause a distraction such as texting or use of other electronic devices.
- Work under the direction of the personnel as requested.
- Assist with special projects as directed by supervisor.
- **Demonstrate competence to perform volunteer assignments in a manner that meets the age-specific and developmental needs of patients served by the department.**
- **Appropriately adapt to volunteer assignments to accommodate the unique physical, psychosocial, cultural, age-specific and other developmental needs of each patient served.**

- **Support UHS mission, vision, and values. Demonstrate established customer service behaviors and standards. Treat all customers with courtesy, dignity, respect, and professionalism.**

Qualification Requirements:

- Wear appropriate uniform and picture ID badge at all times.
- Have basic knowledge of hospital etiquette.
- Follow directions from UHS staff.
- Use strong verbal and interpersonal communication skills.
- Adhere to the 4 the Customer standards
- Bi-lingual preferred.
- **Adhere to UHS policies and respect confidentiality.**
- **Successful completion of pre-volunteer health screening examination and annual screening each year thereafter.**
- **Successful completion of orientation and specific training provided by UHS.**

Working Conditions:

- Must possess physical and mental health to meet the demands of the position which may include prolonged standing, walking, and lifting up to 50lbs.
- May occasionally be required to sit at workstation for long periods of time.
- May occasionally be required to stand and walk for much of the work period.
- May be required to perform repetitive tasks.

“I have read, understand and agree to fulfill the purpose and responsibilities of this volunteer position and further agree to accept guidance and direction from the supervisor. I am committing to involve individuals regardless of race, color, age, sex, religion, disability or national origin in educational experiences in cooperation with other hospital volunteers and hospital personnel. I also understand that failure to fulfill the direction from the supervisor could result in suspension of my volunteer position. I also understand that this volunteer position is renewable annually; I will notify the Volunteer Services department if I am no longer interested in serving.”

Signatures:

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Signature of Volunteer

Date

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Signature of Volunteer Administrator

Date