

SERVICE POSITION

POSITION: Volunteer Ambassador **Effective Date** 01/2014
DEPARTMENT: Patient Experience Revised 06/2017
SITE: University Hospital
COVERAGE: Monday through Friday, 6 a.m. -8 p.m. (4 hour shifts preferred)

Position Purpose: To offer assistance with directions and questions from patients, making every effort to reach out to patients and visitors while displaying a hospitable attitude and passion for making people feel special and welcome.

Supervision:

Department Assignment: Patient Centered Care

Volunteer Services: Volunteer Coordinator
Volunteer Services

Essential Functions:

- Serve as the primary “greeter” to all who enter into a UHS facility, displaying strong customer service skills and properly respond to or direct inquiries or concerns.
- Navigate and/or escort customers to various departments.
- Recognize the basic medical needs of a patient to offer assistance or request assistance. (i.e., request a wheelchair when appropriate)
- Answer questions regarding other services provided by UHS.
- Be sensitive to the needs and feelings of others. Anticipate and recognize non-verbal cues.
- Resolve issues as needed.
- Stay focused on surroundings and the guests 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 information desk staff 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 customers served by the department.**
- **Appropriately adapt to volunteer assignments to accommodate the unique physical, psychosocial, cultural, age-specific and other developmental needs of each customer.**
- **Support UHS’s mission, vision, and values. Demonstrate established customer service behaviors and standards. Treats all customers with courtesy, dignity, respect, and professionalism.**

Qualification Requirements:

- Wear appropriate uniform and picture ID badge at all times.
- Basic knowledge of hospital etiquette
- Follow directions from UHS staff.
- Knowledge of the Health System facilities and location of departments
- 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:

Signature of Volunteer

Date

Signature of Volunteer Administrator

Date