

CVICU Desk

Saint Agnes Medical Center

Review Date: June 2023

Approved: Manager, Volunteer Services

Objective:	Assist the CVICU desk with incoming phone calls and answering call box to the main entrance into department.
Hours:	Adults - Monday to Friday – 9:00 am to 8:00 pm
Reporting to:	Chairperson and Volunteer Services Manager
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. ▪ Willing to learn and develop skills.
Training:	As determined by Chairperson and/or CVICU Manager
Competencies:	<ul style="list-style-type: none"> ▪ Positive Customer Service skills ▪ Understanding and following directions. ▪ Good verbal and written communication skills ▪ Working effectively with others. ▪ Working with confidential documents and records
Responsibilities:	<ul style="list-style-type: none"> ▪ Notify Chairperson of any absences and/or schedule changes ▪ Obtain substitute for your absence ▪ 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. ▪ Answer CVICU phone and inform the appropriate nurse of a call waiting. The volunteer is under no circumstances to provide and/or share any patient information over the phone. ▪ Monitor call box and assist with visitation per hospital policy ▪ Other duties as determined.