

## Cardiovascular Waiting Room Saint Agnes Medical Center

**Review Date: June 2013**

**Approved: Manager, Volunteer Services**

<b>Objective:</b>	Greet patients and visitors with a positive attitude upon arrival and provide a welcoming environment for them to wait while awaiting procedure.
<b>Hours:</b>	Adults - Monday to Friday – 6:00 am to 4:00 pm
<b>Reporting to:</b>	Chairperson and Volunteer Services Manager
<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 Chairperson
<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 Chairperson of any absences and/or schedule changes</li> <li>▪ Obtain substitute for your absence</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>▪ Greet family members of patients having a procedure. Be sure to keep schedule covered to ensure patient confidentiality.</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>▪ Other duties as determined.</li> </ul>