

5 North Telemetry Volunteer

Saint Agnes Medical Center

Review Date: December 2025 | **Approved: Manager, Volunteer Services**

Objective:	Assisting with department needs to create a positive environment and experience for patients and visitors.
Hours:	Monday to Sunday 8 a.m. to 8 p.m.
Reporting to:	Nurse Manager 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. ▪ Ability to work with detailed information and follow directions.
Training:	As determined by Nurse 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 ▪ Organization skills.
Responsibilities:	<ul style="list-style-type: none"> ▪ Notify Practice Coordinator and Volunteer Manager of any absences and/or schedule changes for volunteer assignment. ▪ 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. ▪ Bring discharged patients down to 1 North in wheelchairs as needed. (Patients must be 200lbs or less per Volunteer Services policy.) ▪ Assisting with Phone Calls ▪ Assist with response to Call lights for non-clinical purposes. Example: Patient wants TV remote, etc. Similar to the newly implemented “No Pass Zone” policy. ▪ Companionship with patients who seek conversation and do not have visitors.