

4th Floor OBED Waiting Room

Saint Agnes Medical Center

Review Date: April 2025

Approved: Manager, Volunteer Services

Objective:	To be the cheerful, competent and confident liaison between the family member of patient having procedure and the physician or staff member.
Hours:	Monday to Friday – 9 a.m.- 12 p.m. & 12– 3 p.m.
Reporting to:	OBED Interim Manager Lisa Richards
Qualifications:	<ul style="list-style-type: none"> ▪ Demonstrates good verbal and written communication skills. ▪ Extroverted, mature, positive, service-oriented individuals. ▪ Confidentiality ▪ Must be able to communicate clearly in English; bilingual skills are helpful. ▪ Ability to take the initiative and be flexible assuming differing roles as needed to provide comfort for patients and their families. ▪ Willing to learn and develop skills.
Training:	As determined by Manager
Competencies:	<ul style="list-style-type: none"> ▪ Understanding and following directions. ▪ Working effectively with others. ▪ Working with confidential documents and records
Responsibilities:	<ul style="list-style-type: none"> ▪ Notify designated staff member in assigned department of any absences; 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. ▪ Greet family members and patients on surgery schedule. Be sure to keep schedule covered to ensure patient confidentiality. ▪ Act as liaison between patient and family to provide support. ▪ Escort patients to Holding Room to be prepared for surgery. ▪ Escort family member to Holding Room or Recliner Area as needed. ▪ Other duties as determined.