CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	**Security**			
Immediate Supervisor's Title	Director, Volunteer Services			
Written and Review Dates	12/1/06	11/16/09		
Written or Reviewed By	John Walker	John Walker		

Position Summary: Assist as directed by security staff

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1.	**Defines Central Baptist Hospital mission and values:** • Makes customers need a priority • Verbalizes hospital mission and values • Treats others with respect. • Exhibits positive attitude at work.
2.	**Follows all safety/infection control polices:** • Locates departmental safety and infection control manuals. • Verbalizes responsibilities in regard to safety and infection control.
3.	Maintains confidentiality at all times.
4.	**Defines confidentiality:** • Verbalizes two areas in which confidentiality must be maintained within the hospital and specific work area.
5.	**Complies with hospital /departmental policies and procedures:** • Locates Administrative, Human Resources, Safety, Infection Control, MSDS, and Patient Care services policy and procedures manual in department. • Demonstrates knowledge, skill, and attitude to use equipment effectively and safely.
6.	Maintains corporate compliance guidelines and integrity.
7.	Be thoroughly familiar will all alarms, fire, and disaster plans and policies, taking appropriate action in the event of an occurrence. (Surgery, fire doors, office buildings, etc.)

Key Accountabilities

	Key Accountability
1.	
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Core Competencies

Integrity-Works with integrity and ethically. Demonstrates understanding of hospital mission and values in word and practice. Follows policies and procedures. Maintains corporate compliance guidelines.
Hospitality-Supports healthy working partnerships throughout the organization. Demonstrates respect, compassion and courtesy to all patients, families and co-workers. Uses Service Excellence principles in dealing with people. Maintains a positive work attitude and contributes to a positive work environment.
Partnership-Willing to orient and teach others. Provides and accepts comments in a constructive manner.
Stewardship-Uses resources in a cost-effective manner. Conserves organizational resources.
Excellence-Actively involved in unit process improvements and/or unit-based teams to improve systems, reduce costs, and resolve problems that address meaningful work issues within the department or hospital. Looks for ways to improve and promote quality. Applies comments to improve performance.
Personal Accountability-Demonstrates by reporting to work as scheduled, being flexible to meet hospital staffing needs, helping others without being asked, effectively managing time, arriving at meetings and appointments on time, and undertaking self-development activities.

Minimum Education, Experience, Training, and Licensures/Certifications/Registrations Required:

- High school diploma or equivalent
- Must be familiar with the location of the units in the hospital.
- Must attend Central Baptist Hospital orientation that is volunteer specific.
- Be dependable, have a positive attitude when volunteering and respect the patient's rights

Skills and Abilities Required:

- Able to follow general or limited instructions to perform tasks involving several steps or processes.
- Able to work under general or indirect supervision in most work situations.
- Able to communicate effectively with physicians, employees, visitors and general public.
- Able to work with standardized procedures with limited deviation or irregularity.
- Able to perform the common and routine tasks normally involved with the job with minimal training.

Physical Requirements:

- Strength – Able to occasionally push/pull objects up to 50 lbs.
- Manual Dexterity – Able to frequently perform moderately difficult manipulative skills such as typing and positioning patient.
- Coordination – Able to constantly perform gross body movement such as walking, stooping, filing, etc.
- Mobility – Able to frequently stand for prolonged periods.
- Visual Discrimination – Able to constantly see objects closely as in reading thermometers, paper records, and computer screen.
- Hearing – Able to constantly hear normal sounds with some background noise as in answering the telephone.

Primary Customers:

- Patients
- Staff
- Visitors

Working Relationships:

- Works closely with staff members within the department.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Security**____

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Defines Central Baptist Hospital mission and values: _ Makes customers need a priority _ Verbalizes hospital mission and values _ Treats others with respect. _ Exhibits positive attitude at work.			
Follows all safety/infection control polices: _ Locates departmental safety and infection control manuals. _ Verbalizes responsibilities in regard to safety and infection control.			
Maintains confidentiality at all times.			
Defines confidentiality: Verbalizes two areas in which confidentiality must be maintained within the hospital and specific work area			
Complies with hospital /departmental policies and procedures: _ Locates Administrative, Human Resources, Safety, Infection Control, MSDS and Patient Care services policy and procedures manual in department. _Demonstrates knowledge, skill, and attitude to use equipment effectively and safely			
Maintains corporate compliance guidelines and integrity.			
Be thoroughly familiar will all alarms, fire, and disaster plans and policies; taking appropriate action in the event of an occurrence. (Surgery, fire doors, office buildings, etc.)			

Comments:

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*Validation signature documents direct observation of criteria in accordance with hospital policy and procedure.

Initials	Signature/Title	Initials	Signature/Title