CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	**Home Response**			
Immediate Supervisor's Title	Home Response Coordinator			
Written and Review Dates	12/1/06	11/16/09		
Written or Reviewed By	John Walker	John Walker		

Position Summary: Perform the tasks related to the financial component of the Central Baptist Hospital Lifeline program.

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

1.	**Assist with activities related to delivery of Home Response Service include:** Field Work: Installation and service calls for Home Response Subscribers.
2.	**Program Support Activities:** • Assistance with distribution of brochures or mail outs. • Staffing exhibits as requested by coordinator or Volunteer Director.
3.	Phone intake of MSA agreements.
4.	Answering phones in the absents of Lifeline Coordinator
5.	Ability to deactivate subscriber when needed.
6.	Assist in maintaining clean units.
7.	Assist in ordering of office supply and equipment.

Key Accountabilities

	Key Accountability
1.	Exceptional customer service to patients and families.
2.	Provide appropriate support that is requested from Home Response Coordinator.
3.	Maintain confidentiality and HIPPA agreement.

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 have technical and people skills.
- 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:

- Advanced interpersonal, verbal, written communication skills
- Ability to use tact in dealing with people, especially the elderly and/or incapacitated individuals
- Ability to use problem solving techniques

Physical Requirements:

- Able to push/pull objects more than 20 pounds
- Able to lift objects more than 20 pounds
- Able to perform tasks which require hand-eye coordination
- Able to see objects closely
- Able to hear normal sounds with some background noise
- Able to understand and relate to the theories behind several related concepts
- No prior back injuries

Primary Customers:

- Home response subscribers and their families
- Local professional providers and the general public

Working Relationships:

- Reports to and works closely with the Home Response Coordinator

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Home Response**_____

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Complete fieldwork as assigned by Home Response Coordinator.			
Complete program support activities as assigned by Home Response coordinator.			
Complete assignments in a timely and confidential fashion.			

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