

**MON GENERAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTION**

TITLE: Birth Center Volunteer
DEPARTMENT: Birth Center
REPORTS TO: Director of Volunteer Services and Director of the Birth Center

Placement Summary: To assist the health care team in the Birth Center to provide information, support, explanations and comfort to patients and their families, visitors or birth center staff as directed.

Duties and Responsibilities:

1. Understand operation of the Birth Center and patient flow.
 - a) Assist in directing patients to the proper area.
 - b) Maintain focus on patients and families in the waiting room.
 - c) Clearly communicates an explanation of the mother baby philosophy to families in order to set expectation for timely service.
 - d) Promote family/visitor comfort, i.e. directions, reading material, telephones, waiting room, cafeteria hour, etc.
 - e) Listen to family/patient concerns and notify staff with appropriate feedback.
 - f) Assist in promoting a positive image of Monongalia General Hospital and work toward increasing patient satisfaction.
 - g) Make information packets for distribution.

1. Recognize and alert the staff of any potential threats of litigation(s) or other Risk Management issues.
 - 1) Safety issues
 - 2) Abuse issues

2. Demonstrate professional behavior while functioning in the health care environment.
 - a) Recognize and utilize chain of command when dealing with patients/families/visitors.
 - b) Maintain the confidentiality of all patients/family/hospital/physician related information.
 - c) Promote patient respect of all staff members.

3. Offer support to staff and perform other duties as assigned within scope and capability of volunteer. Duties may include but are not limited to: packages for baby gift bags, baby hats, perineal ice packs, assemble chart items, tidy area, light cleaning, defrosting refrigerators, needle box inspection, transporting specimens to the lab, escort patients to and from the department under nurses delegation, assisting with delegated newborn care such as rocking and comforting measures.

4. Cooperate and participate in the evaluation process of this program and individual volunteers as necessary.

Training Required:

1. Volunteer orientation, including thorough familiarization of hospital
2. In-service training by Birth Center personnel.

Qualifications: Possess personal qualities such as kindness, sympathy, understanding, respect, good judgment, integrity, a sense of humor, loyalty, and an ability to relate effectively to patients, their families and staff. Demonstrate and maintain a positive attitude, which reflects a good image to the community. Maintain good physical and emotional well being. Be mature and patient. Have an interest in promoting health care in the community. Have a proven demonstration of excellent communication skills. Possess the ability to observe confidentiality procedures. Maintains MHS personal appearance standards while in clinical areas. Example no false nails are permitted in the Birth Center for infection control reasons.

DVS signature and Date

Department Signature and Date

02/08/10