

**MON GENERAL HOSPITAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTION**

TITLE:	Wound Healing Center Volunteer
DEPARTMENT:	Wound Healing Center
REPORTS TO:	Director of Volunteer Services and Director of Wound Healing Center

Placement Summary:

To assist the health care team at Wound Healing Center to provide greeting, information, assist in registration, filing, answering phones explanations and comfort to customers and their families or visitors.

Duties and Responsibilities:

1. Understand operation of the Wound Healing Center and patient flow.
 - a) Assist in registering customers and copying insurance cards.
 - b) Answering the phones, scheduling and taking messages as needed.
 - c) Maintain focus on patients and families in Wound Healing waiting room.
 - d) Clearly communicates an explanation of the registration/procedure to customers in order to set expectation for timely service.
 - e) Promote family/visitor comfort, i.e. directions, reading material, etc.
 - f) Listen to family/patient concerns and notify staff with appropriate feedback
 - g) Labeling and filing
 - h) Assist in promoting a positive image of Monongalia General Hospital and work toward increasing patient satisfaction.
2. Recognize and alert the staff of any potential threats of litigation(s) or other Risk Management issues.
 - 1) Safety issues
 - 2) Abuse issues
3. Demonstrate professional behavior while functioning in the health care environment.
 - a) Recognize and utilize chain of command when dealing with customers/families/visitors.
 - b) Maintain the confidentiality of all customers/family/hospital/physician related information.
 - c) Promote patient respect of all staff members.
 - d) Offer support to staff and perform other duties as assigned within scope and capability of volunteer.
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 Wound Healing Center.
2. In-service training by Wound Healing 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 customers, 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.

DVS Signature and Date

Department Signature and Date

02/09/10