

**MON GENERAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTION**

TITLE: Infusion Services Volunteer
DEPARTMENT: Infusion
REPORTS TO: Director of Oncology /Infusion Services and Volunteer Director

Placement Summary: Volunteer will assist the health care team in Infusion Services to provide greetings to customers arriving in the department, provide information, assist in registration, answer phone calls, and aid with comfort measures to customers, families, and visitors.

Duties and Responsibilities:

1. Must have a general understanding of operations and general flow of the Infusion Center.
2. Answers the phones, assists with scheduling when needed, and takes messages. Will respond pleasantly and promptly to phone issues and is able to transfer calls to the appropriate department or person.
3. Transport patients to and from his/her inpatient room or other locations within the organization if needed.
4. Maintains focus on patients and families in Infusion Center waiting area. Consistently greets customers and introduces self to set person at ease and build rapport.
5. Retrieves medications/drugs as able.
6. Clearly communicates an explanation of the registration/procedure to customers in order to set expectation for timely service.
7. Promotes family/visitor comfort, i.e. directions, reading material, refreshments, etc., as needed.
8. Listens to family/patient concerns and notifies Coordinator with appropriate feedback.
9. Able to assist with registration needs, i.e. preparing charts, labeling, filing, preparing arm bands, copying needed materials for education and scheduling.
10. Assists in promoting a positive image of Monongalia General Hospital and work toward increasing patient satisfaction.
11. Recognize and alert the staff of any potential threats of litigation(s) or other Risk Management issues:
 - a) Safety issues
 - b) Abuse issues
12. Demonstrates professional behavior while functioning in the health care environment.
13. Maintains the confidentiality of all customers/family/hospital/physician related information
14. Promotes patient respect of all staff members.
15. Offers support to staff and perform other duties as assigned within scope and capability of volunteer.

Training Required:

1. Hospital layout
2. wheel chair training
3. phone operation and etiquette

Qualifications:

1. Have excellent communication skills; be confident and able to converse with ease.
2. Friendly, smiling and courteous individual
3. Able to operate wheelchair appropriately

4. Able to be on feet and mobile, as needed.
5. Knowledgeable of hospital layout.
6. Must 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..
7. Attentive to In-service training by Infusion Services.

DVS Signature and Date

Department Signature and Date

02/09/10