

**MON GENERAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTION**

TITLE: SURGICARE TRANSPORT VOLUNTEER
DEPARTMENT: SurgiCare
REPORTS TO: Director, Volunteer Services, and Director of SurgiCare

Placement Summary: Assist SurgiCare with escorting patients and family members leaving after recovery i.e. discharged. Assist Surgicare Liaison Volunteer with other task assigned.

Duties and Responsibilities:

1. Check in with Registration Desk and SurgiCare staff upon your arrival for communication purposes.
2. Communicate with the volunteer at the volunteer desk in the SurgiCare waiting room
3. Answer phones if needed via volunteer.
4. Communicate directions and pick up processes.
7. Keep waiting area neat and tidy
8. Provide information for families, i.e. directions, places to eat, motels, etc. (the reception desk has this information).

Training Required:

1. Volunteer Orientation
2. Training with an experienced SurgiCare Liaison Volunteer
3. wheel chair

Qualifications:

Courteous, dependable person who has the ability to meet the patient's family in a friendly, helpful manner, always keeping in mind the pressures the waiting family may be experiencing. Must have keen hearing for communicating appropriately. Must have the ability to interact appropriately with visitors, physicians and hospital staff. Must understand the importance of confidentiality of patient information. Must have the ability to comfort others without counseling or giving medical advice or personal opinions. Must be able to be on feet for long periods of time and transport wheelchair.

DVS Signature and Date

Department Signature and Date
02/09/10