



Volunteer Job Description

Position Title: Front Desk Reception Greeter
Department: Patient Access
Responsible To: Patient Access
Supervisor: Volunteer Coordinator

Essential Duties and Responsibilities:

- Pleasantly greet customers as they enter and leave the hospital
- Serve as front-line contact with the public and create positive first impression of our hospital using AIDET (Acknowledge, Introduce, Duration, Explanation and Thank You) skills
- Maintain confidentiality of patient records and all communications, written or oral among themselves, the patient and healthcare provider in compliance with HIPAA policies
- Escort patients, family members and visitors where they need to go. If for some reason you can't escort them, provide clear, concise directions to patients as necessary; also be able to give directions to outside clinics/facilities
- Provide support to Patient Access registrars and receptionists by helping with the following tasks: using phone system, stocking supplies, creating visitor passes, delivering mail/flowers, keeping lobby clean and sanitized and keeping magazines up to date
- Provide support to patients as available and allowed through active listening, social interaction or providing comfort items where allowed
- Be a liaison between all departments and patients
- Pick-up and deliver mail to Diagnostic Imaging and other locations
- Call staff for patient wheelchair transport; ensure adequate numbers of wheelchairs are stored in waiting area
- At beginning of each shift, clean and sanitize children's area, wheelchairs, front desk counter and Emergency Department; note in cleaning log
- Keep and reassemble adequate supply of coloring kits for children; distribute to families in waiting area
- Be able to attend to task at hand and keep personal conversations to a minimum
- Attend annual Volunteer and department specific trainings
- Fill out time card/sheet with volunteer hours on a regular basis

Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers and staff
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Highly organized with the ability to multi-task
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines and standard accepted practices
- May be asked to lift up to 10 pounds
- Have knowledge of physical facility and function of specific departments