

JONES MEMORIAL HOSPITAL
JOB DESCRIPTION
CLERICAL SERVICES VOLUNTEER

DEPARTMENT: VOLUNTEER SERVICES

DATE PREPARED: 9/30/2014

REPORTS TO: VOLUNTEER SERVICES COORDINATOR

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Statement of Purpose: To assist with clerical duties in various departments as assigned.

MAJOR TASKS, DUTIES AND RESPONSIBILITIES:

1. Understand and follow directions.
 2. Work effectively with others and without direct supervision.
 3. Filing, collating, alphabetizing, etc. and other duties as assigned.
 4. Making phone calls when requested.
 5. Operating various office equipment (copier, phone, fax machine) as necessary and assigned.
 6. Must find a replacement for assigned shift if unable to volunteer and inform Volunteer Services Coordinator of absence.
 7. Must wear Volunteer Smock and ID badge at all times when volunteering.
 8. Must record volunteer hours in the notebook provided at the Reception Desk.
 9. Must not charge more than \$4.00 per shift for food in the cafeteria.
 10. Maintains confidentiality at all times.
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CONTACTS: All employees, patients, customers.

PHYSICAL DEMANDS: Must be able to withstand long periods of sitting, as well as some walking and standing. Must be able to communicate clearly in English.

DEMONSTRATED BEHAVIORS:

- 1) Demonstrates and exemplifies Code of Conduct and Ethical Behavior by:
 - a) Considering first the well-being of the patient.
 - b) Conducting all interactions with patients, visitors, employees, physicians, volunteers, healthcare providers or any other individuals in a courteous, honest, and respectful manner.
 - c) Demonstrating ethical and professional behavior at all times.
 - d) Refraining from conduct that may reasonably be considered offensive to others or disruptive to the workplace or patient care. Offensive conduct may be written, oral, or behavioral.
- 2) Meets mandatory in-service requirements.
- 3) All volunteers are responsible for providing excellent customer service through words and actions that support our commitment to caring and quality.
- 4) All volunteers are responsible for creating a culture of employee and patient safety and for ensuring the highest quality of care for patients throughout Jones Memorial Hospital.
- 5) Arrives for work on time and as scheduled.
- 6) Is knowledgeable of hospital safety precautions and complies by them at all times.
- 7) Is knowledgeable and complies with hospital policies and procedures.