HEALTH FIRST, INC.
Job Description

Position Title: Radiology Unit-Support Volunteer
Job Code: N/A

Entity: Health First/Viera Hospital

Department: Volunteer Services
Authorized by: Joelle Boccabella, MVS

Position of Report: MSV
Date: May 18, 2015

POSITION SUMMARY
To provide superior quality, value, and outstanding service by: Providing accurate and timely information and assistance to our customers: Patients, families, visitors and associates.

PRIMARY ACCOUNTABILITIES
• Assists Radiology hospital staff in identifying and locating patients and family members.
• Serves as an ambassador and notifies nursing staff of any patient or family needs or issues.
• Assists with cleaning radiology area after patients
• Greets patients, visitors, and associates courteously.
• Answers phone promptly.
• Guides patients and visitors appropriately.
• Runs errands and performs other duties as directed by ED Radiology staff.
• Practices proper hand hygiene
• Performs clerical duties and other tasks that do not require licensure or certification

QUALIFICATIONS REQUIRED
EDUCATION/GENERAL REQUIREMENTS:
• Excellent customer relations skills.
• Reading and writing skills.
• Ability to work in a high stress public contact environment.
• Basic typing and computer skills.
• Ability to sit and/or stand for extended periods of time.

PHYSICAL DEMANDS:
• Must be able to sit and/or stand for up to 4 hours.
• Ability to push an occupied wheelchair.
• Ability to lift at least 10 pounds.

MENTAL DEMANDS:
• Ability to perform multiple tasks at the same time in a high stress environment.
• Ability to provide emotional support to patients, visitors, and families.
- Ability to hear clearly in busy high volume area.
- Quick-paced, high focused tasks.

Reviewed 4/2016