HEALTH FIRST, INC.
Job Description

Position Title: Surgical 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: March 18, 2011

POSITION SUMMARY To provide superior quality, value, and outstanding service by: Assisting staff in the Surgical Services by cleaning bay areas and beds, escorting patients and visitors, and maintaining supplies in bay areas.

PRIMARY ACCOUNTABILITIES
1. Greets patients, visitors, and associates courteously.
2. Guides patients and visitors appropriately.
3. Provides accurate directions to all parts of the hospital.
4. Disinfects beds and prepares bay areas for surgical patients.
5. Understands limitations and only performs duties within competence.
7. Familiar with wheelchair and cleaning procedures.

QUALIFICATIONS REQUIRED

EDUCATION/GENERAL REQUIREMENTS:
- Excellent customer relations skills.
- Reading and writing skills.
- Ability to work in a high stress public contact environment.
- Ability to sit and/or stand for extended periods of time.
- Knowledge of hospital policy and procedures.

PHYSICAL DEMANDS:
- Must be physically fit and able to sit and/or stand for up to 4 hours.
- 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 and visitors.
● Ability to hear clearly in busy high volume area.
● Quick-paced, high focused tasks.

Revised 4/2016