



Open Volunteer Roles as of April 1, 2011

This list is updated on a regular basis. Please check back often for most up-to-date roles

Dept/Role	Qualifications	Duties	Available Shifts
BOCC Gift Shop	Pleasant, out-going manner Must speak and understand English Ability to count and to count back money accurately Good communication skills; project a professional attitude appearance. Ability to work with people of diverse backgrounds Ability to stand for long periods of time. Ability to observe customers to discourage shoplifting/pilfering	Sell Gift Shop merchandise to general public and hospital personnel Operate cash register Follow procedures/policies of Gift Shop Assist staff as needed	Must be able to volunteer one day/shift per week Monday 8am – 12pm Thursday 12pm – 4pm
Emergency Dept Patient Rep	Pleasant, out-going manner Must speak and understand English Excellent communication skills Mature judgment Ability to follow instructions and maintain confidentiality	Greet patients upon arrival Instruct and bring within patient's reach the phone, TV remote, call bell Maintain communication with patients in waiting room – offer comfort measures Keep family informed about patient after obtaining patients' verbal consent Wipe off stretcher mattress and pillow with disinfecting wipe, make with clean linens. Discharge patients as requested Assist in distributing patient trays; refreshments for family members Transport specimens to lab and medications as needed Restock ED and Convenient Care Maintain a neat and orderly waiting room Provide "way-finding" information to patients/visitors	Must be able to volunteer one day/shift per week Monday After 10pm Tuesday after 4pm Wednesday after 3pm Thursday after 3pm Friday after 7pm Sat before 3pm or after 7pm Sun before 3pm or after 7pm
Endoscopy Greeter	Pleasant, out-going manner Must speak and understand English Good communication skills; maintains a professional attitude and appearance. Ability to follow directions and complete assignments in a timely manner	Greets patients and visitors Communicate with admitting staff regarding arrival of patients. Assist with clerical work—minimal	Must be able to volunteer one day per week Friday 7:30 – 12:30

Escort Office Transport	Pleasant, out-going manner Must speak and understand English Be supportive of patients without engaging in inquisitive conversation Ability to work with diversified staff Good communications skills; maintain a professional attitude and appearance Ability to follow directions and complete assignments in a timely manner Ability to follow and explain hospital policies and procedures	Discharge and transport patients Deliver specimens to the Laboratory Deliver medication from the Pharmacy to stated destinations Collate patient charts Support special activities Notify coordinator of any health changes preventing one from carrying out expected duties	Must be able to volunteer one day/shift per week Monday 12pm – 4pm Tuesday 8am – 12pm Tuesday 12pm – 4pm Wednesday 8am – 12pm Thursday 8am – 12pm Thursday 12pm – 4pm Friday 12pm – 4pm
Escort Office Courier	Pleasant, outgoing personality Be supportive of patients without engaging in inquisitive conversation Ability to work with diversified staff Good communication skills; maintain professional attitude and appearance Ability to maintain a time schedule Ability to follow hospital policies and procedures	Complete courier runs at established times Never leave courier basket unattended Transport specimens to the Laboratory General errands Deliver medications from the Pharmacy to stated destinations Collate patient charts Support special activities Notify Director of any health changes preventing one from carrying out expected duties	Must be able to volunteer one day/shift per week Monday 12pm – 4pm Friday 12pm – 4pm
Escort Office Dispatch	Pleasant, out-going manner Must speak and understand English Ability to work under and deal with stressful situations Good communication skills Ability to direct people and communicate in a professional manner Know where to locate information Respect confidentiality Dispatch in a timely and equitable manner Be helpful towards people who stop for information/wheelchairs; know how to refer them to proper locations	Answer telephone and dispatch volunteers on requested errands, transports, and discharges Act as “lead” person in a busy environment Monitor courier carts, keeping to established schedules, ensuring all items are delivered Collate patient charts	Must be able to volunteer one day/shift per week Wednesday 12pm – 4pm
Gift Shop Main Hospital	Pleasant, out-going manner Must speak and understand English Ability to count and to count back money accurately Good communication skills; project a professional attitude appearance Ability to work with people of diverse backgrounds Ability to stand for long periods of time Ability to observe customers to discourage shoplifting/pilfering	Sell Gift Shop merchandise to general public and hospital personnel Operate cash register Follow procedures/policies of Gift Shop Assist staff as needed	1-2 variable Sat 12:30pm – 4pm

Laboratory Out Patient	Pleasant, out-going manner Must speak and understand English Good communication skills Mature judgment	Greet patients upon arrival Track patients to be seen by registrars Assist with clerical functions when needed	Monday 7am – 12pm Friday 7am – 12pm Monday-Friday 3pm – 6pm
Patient Care Services Fall Safety Monitor	Interest in patient safety Teamwork/Collaboration/Support and a willingness to work cooperatively with other and without direct supervision Good listening skills Ability to maintain strict confidentiality at all times	Announce arrival to Charge Nurse Collect list of fall risk patients Activate beds alarms when needed Apply “green” wristbands when needed Report all findings to charge nurse	Must be able to volunteer one day per week Tuesday 12pm – 2 pm Friday 12pm – 2pm

Information Desk Main Information	Pleasant, out-going manner Must speak and understand English Ability to provide assistance using tact and diplomacy Be aware and considerate of people under great stress Some computer experience Communicate in a friendly, professional manner Promptness in reporting to desk, wearing established volunteer uniform and name tag	Greet people upon entering Direct to proper locations Call for assistance of wheelchair transport Answer telephone and transfer calls when necessary Use computer to retrieve patient information Advise of bus schedule, smoking policy Alert Security in the event of a major problem at entrance area	Must be able to volunteer one day/shift per week Monday 12pm – 4pm Wednesday 8am -12pm Thursday 8am – 12pm Friday 8am – 12pm
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Information Desk Emergency Dept	Pleasant, out-going manner Must speak and understand English Ability to provide assistance using tact and diplomacy Be aware and considerate of people under great stress Some computer experience Promptness in reporting to desk, wearing established volunteer uniform and name tag Ability to follow hospital policies and procedures	Greet people upon entering Use computer to retrieve patient information Direct to proper locations Buzz visitors into ED with approval from the ED nurses Call for assistance of wheelchair transport Answer telephone and transfer calls when necessary Advise of bus schedule, smoking policy Alert Security in the event of a major problem at entrance area Use good judgment when encountering situations not previously discussed	Must be able to volunteer one day/shift per week Monday 8am – 4pm Monday 12pm – 4pm Tuesday 8am – 12pm Tuesday 12pm – 4pm Wednesday 8am – 4pm Wednesday 12pm – 4pm Thursday 8am – 12pm Thursday 12pm – 4pm Friday 8am – 12pm Friday 12pm – 4pm
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Information Desk Medical Office Bldg	Pleasant, out-going manner Must speak and understand English Knowledge of building tenants. Dress appropriately with nametag displayed Good communication skills Ability to maintain patient confidentiality Mature judgment	Acknowledge all patients, visitors and others immediately upon their approach to the reception desk. Direct people to their desired location in Radiation Therapy Doctors' offices. Arrange for Volunteer Escort assistance for people arriving in the area who require transportation assistance to a department inside the hospital.	Must be able to volunteer one day/shift per week Monday 12pm – 4pm Wednesday 12pm – 4pm Thursday 8am – 4pm Thursday 12pm – 4pm Friday 8am – 12pm Friday 12pm – 4pm
Patient Rep	Pleasant, out-going personality, excellent communications and interpersonal relation skills. Must speak and understand English Able to initiate conversation easily with people from varied backgrounds and ages Ability to use good judgment and evaluate problem situations objectively; ability to communicate and relate to patients and staff with sensitivity and tact Nonjudgmental, caring, empathetic, discreet and a good listener. Self-motivated and possess the knowledge and ability to pursue conscientious follow-up Must abide by confidentiality policy Professional presentation at all times, and projects a positive image of Backus Hospital. Reliable and dependable	Visit hospital inpatients to communicate service information and the Patient Representative Program Handle and process basic requests and referrals to other departments Capture and record information from patients about their hospital experiences (compliments, requests and complaints) into database	Must be able to volunteer one day per week Monday 9am – 1pm
Same Day Surgery Greeter	Pleasant, out-going manner Must speak and understand English Knowledge of building tenants Dress appropriately with nametag displayed Good communication skills Ability to maintain patient confidentiality Mature judgment	Greet People Give out surgical times Answering phone Making up charts Clerical duties Discharge patients in wheelchairs	Must be able to volunteer one day per week Monday 2pm – 6pm Tuesday 2pm – 6pm Wednesday 2pm – 6pm Thursday 2pm – 6pm Friday 2pm – 6pm
E-1 Surgical Greeter	Pleasant, out-going personality Must speak and understand English Maintain a professional attitude and appearance Ability to follow directions and complete assignments in a timely manner Ability to follow hospital policies and procedures	Greets patients and visitors Communicates with unit coordinators of E1 Surgical and Cardiac Cath Lab regarding arrival of patients. Directs patients to treatment area Assist with clerical work—minimal Consider age-specific needs of defined populations when carrying out duties	Must be able to volunteer one day per week Monday 6am – 12pm Wednesday 6am – 12pm Friday 6am – 12pm