

REX HEALTHCARE

VOLUNTEER POSITION DESCRIPTION

Volunteer Position Title: Homecare Liaison Assistant

Hours and Days of Assignment: Mondays from 10am – 2pm, one day a week

Relationships:

Interrelationships: Will only be working directly with paid full-time hospital staff. Will have no direct contact with patients or visitors.

Role and Purpose of Assignment: Volunteer will assist with tasks that will help expedite getting equipment to patient rooms for faster discharges.

Essential Job Duties and Responsibilities:

- Retrieving inventory from loading dock, assembling inventory, stocking it, breaking down the cardboard boxes and dispensing boxes into the cardboard recycler. Our inventory comes in boxes as heavy as 50 lbs. Equipment comes unassembled and must be physically assembled so it can be delivered to patient's rooms.**
- Performing consignment inventory and replenishment. Updating excel tracker sheets for the closet. We have crutches in the Emergency Department that are stocked for use by the ED. We do a daily inventory in the AM and replenish what the ED dispensed overnight. We then updated an excel spreadsheet that tracks these volumes.**
- Put together rental folder packets and oxygen portable kits. Patients receiving our rental equipment get one of these packets. It contains educational literature regarding the equipment they're receiving. Patients receiving oxygen get a bag (a "kit") with accessories they'll be using at home.**
- Filling out patient paperwork. All patients receiving our equipment must sign regulatory and insurance paperwork for the equipment being dispensed to them. Their name, the type of equipment and any needed model #s or serial #s must be manually documented on this paperwork. Paperwork pulled depends on what insurance the patient has and what type of equipment they'll be receiving.**
- Assure paperwork signed by patient was completed accurately so liaison staff can submit for insurance reimbursement. This includes making sure patient signed/dated correctly all forms.**

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Behavioral Expectations:

- Exhibits a friendly, professional manner in all communications. Remains polite and courteous of all parties and maintains a helpful manner.**

- Projects a strong, service-oriented, attitude toward all staff.
- Adheres to all safety standards, policies and procedures. Reports any unsafe working condition or equipment to the supervisor. Practices Universal Precautions.
- Demonstrates an appreciation and appropriate response to the needs of people of all ages.
- Abides by all Rex Rules and regulations; understands and follows the confidentiality policy and abides by HIPAA regulations. Refrains from seeking information that is not needed to complete job duties.
- Strives to maintain a clean and orderly environment.
- Accepts responsibility for continuous improvement by making suggestions.
- Refrains from using strong odors, i.e. colognes, perfumes, etc.
- Reflects the values of the organization.

Skills and Qualifications:

- Able to understand and abide by the confidentiality policy and follow HIPAA regulations
- Able to meet the attendance requirements of the assignment
- Has excellent customer relations skills

Physical requirements: Must be able to lift 50 lbs

Length of commitment required: 6 months

Training Plan:

- Completes Orientation for all new Rex staff.
- Participates in training to learn specific job duties
- Completes all annual re-orientation training requirements, included but not limited to: fire prevention, safety, infection control, confidentiality, HIPAA, and behavior standards.
- Annually completes a TB screening.
- Attends in-service and other staff meetings, as needed
- Complete Liaison specific orientation for: Equipment assembly, patient paperwork, and consignment closet inventory process.