

**UNC REX HEALTHCARE**  
***VOLUNTEER POSITION DESCRIPTION***

**Volunteer Position Title: Neuroscience and Spine Center Greeter**

**Service Area/location: Neuroscience and Spine Center / Entrance Greeter Desk**

**Hours and Days of Assignment: Monday – Friday (various times)**

**Relationships:**

**Reports to: Practice Manager**

**Interrelationships: Patients that are looking for Neurosurgery, Neuroendovascular, Neurology, PM&R, Pain Management and Physical Therapy. Front Desk staff and clinical staff for each of these areas.**

**Role and Purpose of Assignment: This role will give a welcome and smiling face to our many Neuroscience patients and direct them to the correct location upon arrival. This will help the patients to feel welcome and reduce confusion with which direction they should go.**

**Essential Job Duties and Responsibilities:**

- Greet patients as they enter the Neurosciences and Spine center and direct them on where they need to go.
- Greet all patients as they arrive
- Provide directions to the different clinics and areas
- Keep count of number of patients that arrive at the wrong area
- Make sure lobby chairs are kept clean and wipe down arms of chairs.
- Make sure W/C are returned and arms are wiped down
- Periodically wipe down Elevator buttons
- Water plants in lobby's
- Help with creation of New patient packets and surgical folders

**Behavioral Expectations:**

- Exhibits a friendly and 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 patients, clients, visitors and 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 UNC 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.

**Age specific requirements: None**

**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: No**

**Length of commitment required:**

- At least 6 months of service or 75 volunteer hours

**Training Plan:**

- Completes online electronic Orientation for all new UNC 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 per Employee Health
- Attends in-service and other staff meetings, as needed

*NC Neuroscience and Spine Center*