# UNC REX HEALTHCARE VOLUNTEER POSITION DESCRIPTION

Volunteer Position Title: M/S ICU Greeter/ Materials (Education & Patient

Supplies) Stocker

Service Area/location: M/S ICU

Hours and Days of Assignment: 5pm – 9pm

One day a week

**Relationships:** 

Reports to: MSICU Clinical Manager

Interrelationships: ICU nursing staff, critical care family members and visitors, Intensivitist, NP, Respiratory Therapy, Physicians, and other hospital department staff (PT, OT, Case Managers, Social Workers, Pharmacist, and Dietary)

Role and Purpose of Assignment: To help improve customer service and patient care by assisting the critical care nurses with light clerical duties and providing excellent service to visitors to the unit.

## **Essential Job Duties and Responsibilities:**

- Answer the phone by the third ring using the script: This is (your name) in ICU. How may I help you? Transfer patient-information calls to the assigned ICU nurse.
- Greet anyone who enters the unit via the employee entrance and assist them when necessary.
- Re-stock the patient isolation carts, patient room carts and the nurse's work station areas with supplies (Ex: Restocking lab tubes, wipes, gloves, etc.)
- Replenish break room coffee supplies.
- Assist Patient Care Coordinator in restocking ICU room supplies when vacated.
- Pick up blood/plasma from lab.
- Return blood/plasma coolers to lab
- Take blood samples to lab
- Replenish blanket warmer
- Replenish bath/shampoo warmers and storage containers
- Retrieve medication from pharmacy tubes. Place non-refrigerated medication in the appropriate drawer assigned to the patient's room
- Place "refrigeration-required" medications in the refrigerator
- Replenish copy paper in all copiers.

### **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 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 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: Adult and Geriatric Patients

### **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
- Has good communication skills
- Some basic computer skills

Physical requirements: Able to lift 20 lb. boxes.

Able to walk to other areas of the hospital.

Length of commitment required: 4 months

## **Training Plan:**

- Completes Orientation for all new Rex staff.
- Participates in training to learn specific 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 health screening.
- Attends in-service and other staff meetings, as needed