

UNC REX HEALTHCARE VOLUNTEER POSITION DESCRIPTION

Volunteer Position Title: Greeter/Escort
Service Area/location: OR West Waiting Room
Hours: Monday – Friday 8:30 – 12:30, 1:00 – 5:00

Relationships:

Reports to: Staff designee
Interrelationships: Patients, family members, visitors, surgeons,
UNC Rex co-workers (paid and volunteer)

Role and Purpose of Assignment: Provide support and direction to West OR and other areas patients and visitors. Serve as a communication link between nursing staff, physicians and families. Locate family members for surgeons and other medical staff.

Essential Job Duties and Responsibilities:

- Checks in with OR West Waiting Room staff at the beginning of the shift.
- Creates and maintains a welcoming, friendly atmosphere in the waiting room.
- So that family members may be quickly located for medical consults, maintains a roster of family members and locations, whenever possible.
- Assists surgeons by locating family members.
- Takes patients and family members to West OR and other areas as needed.
- Answers the telephone in friendly, courteous manner using the UNC Rex standard: “OR West Waiting Room. This is ____ . How may I help you?”
- Listens, assist in getting questions answered, and addresses families concerns. As needed, reports concerns to the appropriate staff.
- Handles confidential information following HIPAA standards and regulations.
- Informs family members of the location of the patient and escorts visitors and family members to the recovery area.
- Provides directions, escorts, or get an escort to help families and visitors locate other areas in the hospital.
- Straightens waiting area, re-stocks magazines, and assists with other duties as needed.
- Serves as a good and “safe” listener for those needing to talk while always observing and respecting privacy and confidentiality.

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 UNC Rex rules and regulations; understands and follows the HIPAA rules and the privacy/confidentiality policy. 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 the HIPAA standards.**
- **Able to meet the attendance requirements including obtaining substitutes when absent.**
- **Able to work with people from diverse backgrounds.**
- **Has excellent customer relations skills.**
- **Able to hear and answer the telephone.**
- **Has stamina to walk repeatedly to recovery area.**

Training Plan:

- **Completes General Orientation.**
- **Participates in training to learn specific duties.**
- **Completes all annual requirements including, but not limited to safety/infection control, confidentiality, health screenings (TB), HIPAA, etc.**
- **Attends in-service and other staff meetings, as needed**

Revised 9/2017