

# Volunteer Position Description



**Position:** Emergency Department Volunteer  
**Department:** Emergency Department (ED)  
**Campus:** Providence Sacred Heart  
**Supervisor:** ED Nurse Manager and Volunteer Services Management  
**Shifts:** 5-9am, 9am-12pm, 12-3pm, 3-6pm, 6-9pm, 9pm-1am  
**Created:** January 2008

REVIEWED:  
Dec-22

## Position Summary

Supports ED staff, as defined in the Essential Duties section, to help ease the way for patients, families and visitors.

## Qualifications

- Communicates clearly and respectfully with others.
- Maintains confidentiality and models it for others.
- Speaks, reads and writes the English language.
- Excellent customer service skills and has a sincere interest in serving others.
- Accepts supervision and adheres to hospital policies.
- Flexible in responding to change.
- Acts appropriately when dealing with critical, stressful and/or unexpected situations.
- Recognizes own limitations and seeks help from appropriate sources when needed.
- Willing to make a minimum six-month (or 75-hour) commitment on a regularly scheduled basis (generally one shift per week).
- Dependable, punctual, and openly communicates scheduling needs/changes.
- Good organizational skills with an attention to detail.
- At least 18 years old (or a high school graduate).
- Must not wear cologne/perfumes, scented lotions, or deodorant during volunteer shift.
- Must not wear artificial nails (per infection control policies).
- Tolerates loud and abusive language and noxious odors.

## Health Requirements\*

To protect you and our vulnerable patients, you must meet and/or provide documentation of the following:

- **Flu vaccine:** During flu season (Oct-May), receive an annual flu vaccine or sign a declination. If not vaccinated, you must wear a mask during high flu season (per regional health district) wherever patients may be present.
- **Tuberculosis (TB) testing:** Blood test for TB (current within 30 days). If you have a history of positive TB, you will be required to provide test results, chest x-ray reports and medical provider documentation.
- **Measles, mumps and rubella (MMR):** Two MMR vaccines and/or positive MMR titers or sign a declination.
- **Chickenpox (Varicella):** Two Varicella vaccines and/or a positive Varicella titer or sign a declination.
- **Hepatitis B (Hep B):** Hep B vaccinations (series of three) and a post-vaccination series titer or sign a declination.
- **Tetanus, diphtheria, and pertussis (Tdap):** Tdap vaccine and/or positive Tdap titer or sign a declination.

*\*If you cannot provide documentation and are 18 years of age or older, tests and immunizations will be offered at no cost, unless otherwise indicated. If you cannot provide documentation and are 16-17 years old, tests and the flu vaccine will be offered at no cost, with parent permission; however, you will be referred to your primary care provider for all other immunizations. .*

## Physical Requirements

- Vision and hearing within normal range.
- Able to lift and carry objects up to 25 lbs., or within own weight limitations.
- Able to provide wheelchair transportation up to 200 lbs., or within own weight limitations.
- Able to walk, reach, bend and stand, often walking or standing for extended periods of time.

## Work Hazards

- Potential exposure to infectious diseases.
- Potential exposure to blood and body fluids.
- Potential contact with combative/confused visitors and patients.
- Potential contact with hazardous chemicals.

### Essential Duties

- Rounds on patients to assist staff in ensuring comfort levels are maintained and routine questions are answered.
- Cleans patient rooms and assists with stocking supplies in treatment areas.
- Runs errands, to include delivering specimens to the lab.
- Transports medically stable patients by wheelchair.
- Assists staff with patient intake, including rooming patients and providing gowning instructions as appropriate.

### Volunteer Position Description Acknowledgement

I reviewed this position description and have been given an opportunity to ask questions. I meet all qualifications and am able to perform all duties related to this position. I understand that it is my responsibility to decline any task that is outside the boundaries of this position and to decline any task that I am not prepared to safely perform.

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Applicant Signature

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Date

### *Our Mission*

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

### *Our Core Values*

Compassion | Dignity | Justice | Excellence | integrity