

# Emergency Department Concierge Volunteer

<b>Role:</b>	Emergency Department Concierge Volunteer	<b>FLSA Status:</b>	Exempt Volunteer
<b>Department:</b>	Emergency Department		
<b>Reports to:</b>	Volunteer Program Specialist Emergency Department Manager	<b>Date:</b>	Ongoing

## Volunteer Position Summary

Emergency Department Concierge Volunteers (EDCV's) assist patients, families, visitors, and staff in Mason General Hospital's Emergency Department. EDCV's welcome people as they enter, provide personal assistance to help people find their way around, and keep public areas sanitized and cleaned. They also support staff by stocking materials in the ED and clinical areas, delivering mail and materials between hospital departments, and assisting in creating information packets and mailings.

## Commitment

Timeframe: Sun-Sat, 8 a.m. – 10 p.m.

Length of Commitment: Minimum 4 months

Estimated Weekly Hours: 3 hours

Location: Emergency Department at Mason Hospital

Age Minimum: 18+

*Total Hours Minimum: 50 hours*

## Duties and Responsibilities

- Greet people with a smile.
- Aid patients, visitors, and staff in Mason General Hospital's Emergency Department.
- Assist with directions or escort people to specific departments/rooms/conference rooms/etc.
- Provide general information and/or answer questions
- Assist with special projects as requested.
- Keep the lobby and entrance area tidy and sanitized.
- Respond to requests in a timely manner.
- Professional interaction with Mason Health staff, patients, visitors, and community members.
- Redistribute wheelchairs between Mason General Hospital and Mason Clinic as needed.
- Assist patients using wheelchairs or other mobility devices.

## Communication & Professional Behavior

- Professional interaction with Mason Health/MGHF volunteers, staff, donors, patients, community members, and Foundation board members, adhering to HIPAA compliance mandates regarding donor confidentiality information.
- Completes tasks and responds to requests in a timely manner.
- Demonstrates personal and professional responsibility and accountability including appearance, attendance, and punctuality, calling in as soon as possible when unavailable on a scheduled volunteer day.
- Maintains a neat and orderly work area.
- Willingness to learn, be flexible, able to work in a fast-paced environment, and responsive to change.
- Able to accept feedback, correction and direction for work process improvements.
- Has initiative and seeks out opportunities to expand technical skills needed for special projects.

## Organizational Responsibilities

In addition to the duties and responsibilities listed above, all employees and volunteers are expected to support the Mason Health mission, vision, and values; comply with District policies and procedures, including safety and infection control and COVID-19 policies; and conduct themselves in an ethical,

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professional, respectful, and collaborative manner at all times.

All patient and/or staff information is to be kept confidential. Volunteers must not give medical advice to clients and will be trained in the resources available to help patients and families get questions answered.

All volunteers and employees are required to participate in annual safety training courses.

All volunteers are required to provide the Volunteer Program Specialist with the following documentation:

- Regardless of if volunteer receives annual COVID-19 vaccination or not, they must provide a signed declination form and evidence of vaccination.
- Regardless of if volunteer receives annual flu vaccination or not, they must provide a signed declination form and evidence of vaccination.
- Take an initial TB test, and annually answer a short survey regarding TB symptoms.

## **Required Qualifications**

Education: None

Experience: None.

Licenses, Certifications, Registrations: None.

Knowledge, Skills, Abilities:

- Effective listening and verbal skills.
- Effective communication skills.
- Respond to requests in a timely manner.
- Demonstrate initiative, flexibility, and a willingness to learn in performing duties as needed.
- Demonstrated personal and professional responsibility and accountability including appearance, attendance, and punctuality.
- Demonstrated the ability to read and write messages and to carry out instructions provided in written and oral form.
- Ability to multitask and handle workload in a mature manner.
- Ability to work efficiently and follow directions.
- Ability to work independently and as part of a team.
- Ability to deescalate interactions.

## **Machines, tools, equipment which may be representative by not all inclusive**

- Computer
- Telephone
- Copier
- Printer
- Ascom phone
- Wheelchairs and other mobility devices

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## Physical Requirements

	Never 0%	Seldom 1-10%	Occasional 10-30%	Frequent 30-70%	Constant 70%+
Lifting <10 lbs				X	
Lifting 10-35 lbs			X		
Lifting <35 lbs		X			
Carrying <10 lbs			X		
Carrying 10-35		X			
Carrying >35 lbs		X			
Pushing/Pulling				X	
Sitting				X	
Standing					X
Walking				X	
Bending/Stooping			X		
Crouching		X			
Vision	Within normal range with or without corrective devices				
Hearing	Within normal range with or without corrective devices.				
Speech	Within normal range with or without corrective devices.				

*Public Hospital No.1 of Mason County, Washington, d.b.a Mason Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; and gender identity. Mason Health does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.*