



APPALACHIAN REGIONAL HEALTHCARE SYSTEM

Job Description: Emergency Department Volunteer

Position Description:

Assist Emergency Department Staff in any capacity within hospital guidelines to support patients, and staff and to help the unit operate smoothly

Directly Responsible to: Volunteer Services Program Manager

Indirectly Responsible to: Emergency Department Manager

Major Service Functions:

- Clean Emergency Department rooms
- Stock supplies and blankets
- Round with patients to address non-clinical needs
- Provide support to Emergency Department Clinical staff
- Act as a liaison between family/visitors and patients
- Escort patients and visitors to other locations in the hospital

Qualifications:

- Excellent interpersonal skills; ability to support other staff members
- Excellent communication skills and telephone skills; ability to communicate professionally with patients and family members
- Self-motivated; able to take initiative
- Organized and resourceful

Training:

- The volunteer in this position must attend a volunteer orientation and complete a competency-based checklist. The volunteer is trained on the unit by designated staff.

Hours:

One 4-hour shift per week. The commitment of 100 hours over an indeterminate length of time