



## APPALACHIAN REGIONAL HEALTHCARE SYSTEM

### **Job Description: Escort Volunteer at Watauga Medical Center**

#### **Position Description:**

Assist ICU Nursing 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:** Program Manager

#### **Major Service Functions:**

- Act as a greeter at the front entrance of Watauga Medical Center
- Escort patients and visitors to destinations in the hospital
- Deliver food and gifts items to patients and staff

#### **Qualifications:**

- Ability to walk and be on feet for extended periods of time
- Excellent interpersonal skills; ability to support other staff members
- Excellent communication skills, able 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