



APPALACHIAN REGIONAL HEALTHCARE SYSTEM

Job Description: Medical/Surgical Unit Volunteer

Position Description:

Assist Med/Surg 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: Med/Surg Nurse Manager

Major Service Functions:

- Assist with cleaning patient rooms
- Stock supplies and blankets
- Answer patient call lights and respond accordingly
- Answer outside phone calls and be able to respond with correct information (absolutely no patient information is to be given out, always direct patient inquiry calls to nurse or supervisor)
- Round with patients to address non-clinical needs
- Provide support to Med/Surg Clinical Staff
- Aid nursing staff with administrative tasks as needed

Qualifications:

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

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

