**General Volunteer**

**Core Competencies & Role Description**

**Summary:** Create an atmosphere of welcome and genuine personal concern for the patients and their families as well as the staff. Assist staff with patient comfort needs and other duties as appropriate.

## Expectations:

* Exhibit excellent communication skills.
* Possess the ability to take initiative and be flexible assuming differing roles.
* Maintain a clean, neat appearance, adhering to the dress code.
* Have the physical ability to walk and to push a wheelchair.
* Ability to remain calm, pleasant and be able to relate to people, regardless of age, race, creed, or economic status.
* Working knowledge of hospital policies and the physical layout of the campus.
* Adheres to maintaining the confidentiality of all patients.
* Display diplomacy in responding to concerns and problems.
* Willingness to discuss any problems or concerns with supervisory staff.
* Excellent customer service skills to deal effectively with various levels of hospital personnel, guests, patients, and community groups.
* **Must complete all mandatory training and requirements.**
* Successfully attend and complete Volunteer Orientation.
* Able to effectively problem solve and/or utilize appropriate resources to assist patients and guests.
* Utilize existing resources to meet and surpass customer needs.
* Recognize opportunities to provide additional levels of services to all patients and guests.

**Report to:** Volunteer Services

**Responsibilities:** Demonstrate and perform customer service activities concurrent with Trinity Health Oakland values and standards:

* Proactively greets all patients and guests with courtesy
* Assumes responsibility for customer service
* Effectively manages stressful situations
* Works collaboratively with physicians and medical staff
* Maintains compliance with all customer service guidelines
* Remains calm, professional, and empathic in stressful situations
* **Proper Handwashing (WASH IN/WASH OUT)**

**Important Notes**:

* Sanitize **ALL** Wheelchairs after each use. Wear protective gloves, use approved wipes.
* No drinks or food in any work areas other than permitted staff break rooms
* Wear gloves when indicated
* Be sure that linens inside Supply Rooms are always covered and whenever transporting linens from one location to another
* **If you witness or come to understand there has been a visitor incident such as a fall, contact security at ext. 4-4444**

**General Requirements:**

* Two step TB skin test is required
* Annual Flu Vaccination
* Must adhere to the Volunteer dress code.
* Must wear name badge above the waist while on duty
* If unable to volunteer on your scheduled day/time, you are to contact your volunteer service area directly in a timely manner.
* Understand all safety plans for your specific Volunteer service area, including disaster, evacuation, and fire safety.
* **Adheres to ALL Infection Control Guidelines including the use of PPE (personal protective equipment), handwashing, masking, and use of gloves.**
* **No cell phone use while volunteering in your Service area. Those activities are to take place only in off-stage areas like the Volunteer Office, Cafeteria or Lobby areas.**

**Other Notes:**

* Demonstrates and actively promotes an understanding and commitment to the mission of Trinity Health Oakland through performing behaviors consistent with the Trinity Health Values.
* Maintains a working knowledge of applicable Federal, State, and Local laws and regulations, the Trinity Health Organizational Integrity Program, including the Standards of Conduct, Code of Ethics, as well as other policies and procedures to ensure adherence in a manner that reflects honest, ethical, and professional behaviors.
* Supports and conducts oneself in a manner consistent with customer service expectations.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_participated in Volunteer orientation/training or retraining.

Print name

I agree to serve as a Trinity Health Oakland volunteer in the capacities discussed with the Membership Lead Volunteer. While volunteering, I must abide to the expectations, responsibilities, requirements and to the

Following:

* Commit to volunteer at least **one consistent day per week for a minimum of 2 hours.**
* Notify the Volunteer Membership Lead or Volunteer Department, in writing, (email) if I am unable to continue with my volunteer commitment in any way. Included in that notification is the return of my Trinity Health Oakland name badge.

**Additionally, I understand the following**:

* I acknowledge that I understand the expectations, responsibilities, competencies, and general requirements of my role as a volunteer.
* My volunteer service may be terminated at any time for any reason.

Volunteer Signature Date

Membership Lead or Staff Signature Date

Revised November 2023