

VOLUNTEER SERVICES SERVICE DESCRIPTION

TITLE: Emergency Department Service Ambassador

SERVICE OVERVIEW: The Emergency Department Volunteer provides non-medical care to patients, and staff members.

AREA OF ASSIGNMENT:

- Emergency department

HOURS OF ASSIGNMENT:

- Monday through Sunday: 24 hours a day (Volunteers typically work 4-hour shifts)

RESPONSIBLE TO: UWM VMC assigned supervisor

PREREQUISITES:

1. Accepted as a volunteer by UWM VMC Volunteer Services
2. Completion of Volunteer Services orientation and training programs
3. Satisfactory completion of a background check, and may be subject to a drug screen
4. Mandatory seasonal influenza vaccination, and TB test
5. 18 years and older, high school graduate preferred, but high school seniors may be considered with a recommendation from a teacher, or a high school counselor

GENERAL QUALIFICATIONS:

1. Communicates effectively in oral and written form in the English language
2. Demonstrates effective interpersonal skills that are community-centered, compassionate, and meet the needs of the diverse population
3. Communicates and works effectively with the physical, cognitive, and emotional development of all age groups
4. Adheres to UWM VMC Code of Ethics and Conduct
5. Must enjoy meeting with and talking to people
6. Must be in good physical condition to do a lot of walking
7. Able to use computer on an entry level
8. Initiative to see signs of distress, and notify an ED staff member
9. Dependable

RESPONSIBILITIES:

1. Restock treatment rooms
2. Provide non-medical comfort to patients (pillow/blankets)
3. Clean and prepare treatment rooms
4. Escort patients to lobby, Pharmacy, or to their car after discharge
5. Under direction of an RN, escort patients back to their treatment rooms
6. Round with patient's in the lobby, and check on their needs

UW Medicine

VALLEY
MEDICAL CENTER

7. Sit with patient to provide companionship (no psych patients)
8. Observe procedures with approval of staff and patient (no patient care)
9. Clean countertops of medical supplies
10. Clean back boards
11. Restock pillows in cabinets outside of treatment rooms
12. Interact with pediatric visitors with parental consent
13. Stock blanket warmers
14. Change out empty foam containers
15. Restock bathrooms with urine specimen supplies
16. Lost and found follow-up

Purpose:

Volunteers have the ability to enhance patients and visitors experience in the ED setting, and gain valuable experiences working closely with ED staff and assisting with non-medical patient care. In addition, the volunteer has the satisfaction of helping out and giving back to the community. Volunteering in the ED will increase confidence in a medical environment and will provide vital experience for future medical professionals.

Attendance:

We ask that volunteers communicate if they aren't going to be able to make a shift, and we ask for a two-week notice upon leaving. Scheduling will be on a first come first serve basis. Volunteers must sign in and out by the charge nurse desk to verify attendance. Volunteers may work longer than 4 hours per shift, but no more than 8 hours in a day.

Dress code:

Volunteers are required to provide their own scrubs (light grey), and are required to wear clean, non-wrinkled scrubs while volunteering. Shoes must be closed toed, closed heel, and appropriate for ED setting (i.e. tennis shoes, Danskos, etc). Volunteer badges must be worn at all times while volunteering.