VALLEY MEDICAL CENTER

ED Volunteer Job Description
Emergency Services

This position description is a guide to the critical duties and essential functions of the job, not an all-inclusive list of responsibilities qualifications, physical demands and work environment conditions. Position descriptions are reviewed and revised to meet the changing needs of the organization.

TITLE: Emergency Department Volunteer

JOB OVERVIEW: Providing non-medical care to patients and staff members in the Emergency Department.

AREA OF ASSIGNMENT: Department of Emergency Services

RESPONSIBLE TO: Emergency Services Volunteer Directors

PREREQUISITES:

1. Volunteers must be 18 years or older with a high school diploma and be able to work a minimum of 4 hours/week for at least 6 months.
2. Volunteers can be high school seniors with recommendation letters from a teacher and high school counselor
3. Volunteers might be subjected to a national background check and drug screen. Influenza immunization and TB screening are required to volunteer in the ED.

QUALIFICATIONS:

1. Volunteers will be required to attend one 4-hour training session prior to volunteer start date. This day is reserved for completing required paperwork, service culture guidelines, “do’s and don’t’s” scope of practice, receive badge with picture, and complete competencies for job duties while volunteering.
2. Volunteers must be self-directed and willing to help others without being asked.
3. Must have strong communication skills to communicate with a diverse population of patients and staff members.

PERFORMANCE 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 or pharmacy after discharge
5. Under direction of RN, escort patients back to treatment rooms
6. Round on patients in lobby and provide magazines, pillow, blankets as needed
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 backboards
11. Restock pillows in cabinets outside of treatment rooms
12. Interact with pediatric visitors with parental consent
13. Stock blanket warmer
14. Clean rooms
15. Change out empty foam containers
16. Restock bathrooms with urine specimen supplies
17. Proper gown wear and call light education to patients
18. Lost and found follow up

*Volunteer must complete competency checklist of approved tasks prior to volunteering independently. *

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

ATTENDANCE:
Scheduling will be on first come first serve basis. Volunteers must sign in and out by charge nurse desk to verify attendance. Only three volunteers may be present on any shift. Volunteers may work longer than 4 hours but no more than 8 hours in one day.

DRESS CODE:
Volunteers will be required to wear clean, non-wrinkled scrubs while volunteering. Scrub color must be light grey. Volunteer badge must be visible at all times. Shoes must be close toed, closed heel, and appropriate for ED setting (i.e. tennis shoes, Danskos etc.) Volunteers must provide own scrubs.

EVALUATION:
Volunteers will be evaluated thirty days from start date by one of the directors to ensure professionalism and competency. After successful completion of 30 day probation, volunteers will be evaluated every six months to ensure competencies. Valley Medical Center has the right to terminate relations with volunteer at any point.

AWARDS AND CELEBRATIONS:
Volunteers will receive a $5.00 stipend at the cafeteria to be used during shift during their 15-minute break. There will be a Volunteer of the Year ceremony that will include a dinner for all volunteers and gift certificate for the winner of the award. If volunteer meets minimum requirements, ED Director guarantees interview for desired qualified position in ED including unit clerk, ED tech, or RN.