

JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

POSITION: Volunteer Aid (Summer Only)

SUPERVISOR: Volunteer Coordinator & Director of Discovery Center

DEPARTMENT: Discovery Center

DEPARTMENT MISSION: The mission of the Volunteer Services Department of Johnson Memorial Hospital is to serve everyone in our hospital and community with dignity, respect, and equality.

PURPOSE: Assists with basic tasks as needed in the Discovery Center.

JOB RESPONSIBILITIES:

- Interaction with hospital staff, frequent interaction with children and the public.
- Performs additional duties as requested by the Volunteer Coord/Director of Discovery Center.
- Complies with hospital policies and procedures including Blood and Body Substance Precautions.

PERFORMANCE REQUIREMENTS:

1. **KNOWLEDGE, SKILLS, AND ABILITIES:** Knowledge of hospital services and their locations, ability to take instruction, ability to work independently, good customer relations skills.
2. **EQUIPMENT USED:** Photocopier and books.
3. **MENTAL DEMAND:** Ability to maintain confidentiality, reasoning, verbal communication; performs duties independently, following prescribed procedures.
4. **COMMUNICATIONS:** Frequent interaction with hospital staff; some interaction with parents and visitors.
5. **PHYSICAL EFFORT:** Minimal to moderate physical effort.
6. **WORKING CONDITIONS:** No exposure to blood/body fluids.
7. **EDUCATION, EXPERIENCE, AND TRAINING:** Some experience and familiarity with personal interaction skills. Ability to engage in personal

communication in a clear and effective way. Willingness to carry out the customer service goals of Johnson Memorial Hospital.

- 8. **POPULATION BEING SERVED BY POSITION:** Position deals with customers of all ages.

- 9. **PHYSICAL EFFORT:** Minimal to moderate physical effort, including bending, crouching, kneeling, carrying, pushing, reaching, sitting, standing, talking, hearing, walking, seeing. The typical work day involves the following physical strength requirements:
Medium work: exerting 20-50 pounds of force occasionally and/or 10-25 pounds of force frequently.

- 10. **WORKING CONDITIONS:** May work in an environment that is emotionally and/or physically stressful due to unpredictability of patient volume, great diversity of patient needs and increased risk of exposure to infectious disease. No exposure to blood/body fluids.

- 11. **EDUCATION, EXPERIENCE, AND TRAINING:** Minimum of 8th grade education.

- 12. **POPULATION BEING SERVED BY POSITION:** Position deals with customers of all ages.

APPROVED BY:

Volunteer Co-ordinator

Date

<i>I have read and understand the responsibilities and requirements of my job description.</i>	
_____	_____
Volunteer Signature	Date