**Volunteer Job Descriptions**

This document is a general overview of the various positions available. Each volunteer is directed and trained by the department in which they volunteer. Electronic copies of this document can be found online at [www.fhzeph.org](http://www.fhzeph.org).

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
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<tbody>
<tr>
<td>Accounting</td>
<td>• Improve patient experience</td>
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<tr>
<td>Acct's Payable</td>
<td>• Filing</td>
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<td></td>
<td>• Office chores</td>
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<tr>
<td>Administration</td>
<td>• Improve patient experience</td>
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<td></td>
<td>• Greet visitors</td>
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<td></td>
<td>• Direct them to the requested office</td>
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<td></td>
<td>• Assist with projects as requested</td>
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<td></td>
<td>• Answer phones when requested</td>
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<tr>
<td>Auxiliary Gift Shop Assistant</td>
<td>• Improve patient experience</td>
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<tr>
<td></td>
<td>• Maintain a friendly, cohesive working environment with cashiers, decorators, Volunteer Coordinator, Auxiliary officers and all Auxiliary members</td>
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<tr>
<td></td>
<td>• Work closely with the Volunteer Coordinator on all purchases and new purchase ideas.</td>
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<tr>
<td></td>
<td>• Inventory incoming merchandise</td>
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<tr>
<td></td>
<td>• Mark all incoming merchandise with sale price according to Volunteer Coordinator’s decision</td>
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<tr>
<td></td>
<td>• Make product suggestions to Volunteer Coordinator</td>
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<td>• With assistance from the Volunteer Coordinator, received merchandise will be entered into the cash register system for inventory control. Verify all invoices with packing slips and process them to the Volunteer Coordinator</td>
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<td></td>
<td>• Assist the Volunteer Coordinator in placing merchandise on selves in storage and in the Gift Shop with the help of the Cashiers, and Decorators.</td>
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</table>
| Auxiliary Gift Shop         | • Improve patient experience  
                             | • Maintain a friendly, cohesive working environment with cashiers, decorators, Volunteer Coordinator, Auxiliary officers and all Auxiliary members  
                             | • Work as a cashier for 4 ½ to 5 hours (9am to 1:30pm or 1:30pm to 6:30pm)  
                             | • Assist in displaying merchandise on shelves  
                             | • Assist customers  
                             | • Ring up sales  
                             | • Process payroll deductions and credit card sales  
                             | • Restock inventory/takes inventory of candy, etc.  
                             | • Receive flowers from the vendor and place them in designated containers filled with water. Keep the water at designated levels, dispose of wilted flowers.  
                             | • Cash in/out  
                             | • Keep Gift Shop sales log up to date each day  
                             | • Keep Gift Shop dusted and maintained  
                             | • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Auxiliary Gift Shop         | • Improve patient experience  
                             | • Maintain a friendly, cohesive working environment with cashiers, decorators, Volunteer Coordinator, Auxiliary officers and all Auxiliary members  
                             | • Keep shop appearance current, attractive, “upscale” inside and outside.  
                             | • Decorate and stage items that are viewed from outside the shop that show the range of merchandise available.  
                             | • Decorate seasonal to add excitement and up to date experience in shopping. (Valentines Day, Easter/Spring, Summer/Fall, Christmas.)  
                             | • Florals – Use Arrangements, Wreaths, and Home Décor (Lamps, etc.) to add color and warmth to the shops hard surface of glass walls and shelving.  
                             | • Use unique ways to display items for sale.  
                             | • Use Baskets, Trays, Mirrors, Fabric, etc. to showcase items for sale.  
                             | • Counter and Shelving – keep attractive and display current items as well as seasonal appropriate items. Glass case kept seasonally current.  
                             | • Work with Volunteer Coordinator to plan seasonal displays, showcase items and inventory evaluation that needs attention.  
                             | • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Baby Hats & Booties         | • Improve patient experience  
                             | • Knit or Crochet Hats and/or Booties  
<pre><code>                         | • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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<tr>
<td>Baby Place (The)</td>
<td>• Improve patient experience</td>
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<tr>
<td></td>
<td>• Make patient charts</td>
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<td></td>
<td>• Print forms from the P drive for charts</td>
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<td></td>
<td>• Fill out card index for charts</td>
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<td></td>
<td>• Run errands</td>
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<tr>
<td></td>
<td>• Restock supplies</td>
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<td></td>
<td>• Stock patient rooms</td>
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<td></td>
<td>• Take/pick up instruments to/from Sterile Processing Department</td>
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<td></td>
<td>• Assemble and stock admission folder files</td>
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<td></td>
<td>• Wash and assemble newborn cribs</td>
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<td></td>
<td>• Pass water to patients</td>
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<td>• Take specimens to the lab</td>
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<td></td>
<td>• Straighten forms room</td>
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<td></td>
<td>• Clean break room</td>
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<td></td>
<td>• Stock formula</td>
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<td></td>
<td>• Empty linen hampers</td>
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<td></td>
<td>• Fill blanket warmer</td>
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<td></td>
<td>• Take excess equipment to basement storage</td>
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<tr>
<td>Bakery</td>
<td>• Improve patient experience</td>
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<tr>
<td></td>
<td>• Wrap baked goods</td>
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<tr>
<td></td>
<td>• Scoop cookies and muffins for baking</td>
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<tr>
<td>Bio-Medical Engineering</td>
<td>• Improve patient experience</td>
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<tr>
<td></td>
<td>• Clean IV pumps</td>
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<td></td>
<td>• Retrieve pumps and equipment for cleaning from the floors</td>
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<tr>
<td>Biomedical Volunteer Tech</td>
<td>• Improve patient experience</td>
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<tr>
<td>(works closely with the GE</td>
<td>• In this role, the Biomedical Volunteer Tech under the BT assists with evaluating, diagnosing, performing, and repairs.</td>
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<tr>
<td>BioMed Technician)</td>
<td>• Under BT supervision, evaluate basic customer biomedical equipment issues, implement appropriate repairs; as assigned, perform planned maintenance (PM), safety environmental inspections and maintain effective customer relations. Under BT supervisors follow appropriate GE policies, procedures, hospital protocol and complete necessary documentation.</td>
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<td>• With BT supervision, will enhance and maintain technical knowledge of current standards, codes and procedures regarding safe and effective use of medical equipment through formal instruction.</td>
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<td>• Meet Health and Human Services, as well as Environment Health and Safety requirements.</td>
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<td></td>
<td>• Perform other related duties as assigned.</td>
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</table>
| Breast Boutique                  | • Improve patient experience  
• Maintain a friendly, cohesive working environment.  
• Assist in displaying merchandise on shelves  
• Assist customers  
• Ring up sales  
• Process payroll deductions and credit card sales  
• Restock inventory/takes inventory of candy, etc.  
• Cash in/out  
• Keep Boutique sales log up to date each day  
• Keep Boutique dusted and maintained  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Brooksville Therapy Department   | • Improve patient experience  
• Help prepare treatment rooms  
• Restock supplies  
• Change dirty linen  
• Some clerical work  
• Run errands  
• Change and remake treatment rooms after each patient  
• Stock rooms with linens  
• Fill lotion bottles  
• Restock towels near hot pack area and pool room  
• Stock whirlpool rooms with linens  
• Wipe all computer keyboards with disinfectant wipes  
• Put hot packs back in machine, then back on rack  
• Dust all counter tops in department  
• Dust all equipment in treatment rooms and in PT gym  
• Clean all therapy equipment with disinfectant  
• Stock linen closet from linen cart  
• Put together welcome bags  
• Wipe down phone, computer, office counters with disinfectant spray  
• Keep the clipboards wiped down and refilled  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Brooksville Therapy Reception    | • Improve patient experience  
• Computer  
• Answer phones  
• Greet patients  
• Hand out cards, assist patients if required  
• Pick up cards from various departments  
• Pull cards for the next day  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Cafeteria Purchasers Stock Helper| • Improve patient experience  
• Assist with cleaning coolers, freezers, and store room.  
• Help put away stock from deliveries left on pallets in the court yard.  
• Assist with keeping the Janitors closet clean and up to code.  
• Assist with keeping stock room neat and organized.  
• Run miscellaneous errands.  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Cafeteria Hostess       | • Improve patient experience  
                          • Assist the kitchen cook  
                          • Maintain the cleanliness of the bars (hot bar, salad bar, sandwich, and soup bar)  
                          • Advise cook when hot bar pans are low  
                          • Gather supplies in store room  
                          • Assist cashier when needed (run errands)  
                          • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Cafeteria Special Needs | • Improve patient experience  
                          • Wrapping silverware for patient trays  
                          • Keeping tables uncluttered and clean  
                          • Stocking chip racks  
                          • Keeping fresh fruit stocked for sale  
                          • Replenishing napkin holders and straw containers  
                          • Preparing half-n-half, skim & whole milk containers ready  
                          • Keeping condiment bar clean and tidy  
                          • Stocking plastic ware and silverware for customers  
                          • Informing chefs and cooks when food needs to be replenished  
                          • Helping to prepare signs for next meal  
                          • Folding cleaning rags for future use |
| Cardiac Cath Lab        | • Improve patient experience  
                          • Run errands – lots of walking to and from Surgical Services, Lobby, Cath Lab to the Recovery Unit  
                          • Keep families informed of patients' whereabouts  
                          • When approved by the nurse, direct families to see patients prior to procedures  
                          • Infrequent copying  
                          • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Case Management         | • Improve patient experience  
                          • Make copies of patient files  
                          • Run errand  
                          • Some typing  
                          • Very little answering of phones  
                          • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Chapel Home Health      | • Improve patient experience  
                          • Office maintenance  
                          • Vacuuming  
                          • Dusting, cleaning hard floors  
                          • Cleaning bathrooms  
                          • Organizing of the storage areas  
                          • Removal of trash  
                          • Minor repairs  
                          • He also will assist with some paperwork collations as needed  
                          • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Child Care      | • Improve patient experience  
• Feed toddlers  
• Read to children  
• Chaperon field trips  
• Assist with art projects  
• Interact one-on-one with children  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Copy Center     | • Improve patient experience  
• Greet customers and takes copy orders  
• Assist customers with filling out copy orders if required  
• Place copy orders in queue  
• Monitor email for orders, prints and queues any orders received  
• Ensure all copies done are recorded  
• Check orders for those to be charged to Marketing and if so, obtains approval prior to printing  
• Assist with running copy machines as required or as skill permits  
• Deliver copy orders (cart is provided)  
• Put packets together  
• Assist with print equipment inventory  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| CVICU           | • Improve patient experience  
• Run errands: to Lab or where directed  
• Make copies  
• Put charts together  
• Put together admission packets  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Education Department | • Improve patient experience  
• Type documents in Word, PowerPoint, and Excel  
• Enter data in NetLearning  
• Copying, filing and laminating documents  
• Post education flyers  
• Collate education packets  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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<tr>
<td>Emergency Center Back</td>
<td>• Improve patient experience&lt;br&gt;• Stock linen cabinets&lt;br&gt;• Clean patient rooms/make up beds&lt;br&gt;• Provide appropriate foods and fluids to patients/clients&lt;br&gt;• Clean lounge&lt;br&gt;• Clean refrigerator&lt;br&gt;• Assist with transports&lt;br&gt;• Visit with patients frequently&lt;br&gt;• Run errands&lt;br&gt;• Visit patients to confirm placement of name bands,&lt;br&gt;• Help with communication between the nurses and lobby patients&lt;br&gt;• Make up charts&lt;br&gt;• Check supplies for: linens, urinals, bedpans, etc.&lt;br&gt;• Run errands to: Pharmacy, Lab, supplies, paper work to PCU/ICU&lt;br&gt;• Admittance tags&lt;br&gt;• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</td>
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<tr>
<td>Emergency Room Waiting</td>
<td>• Improve patient experience&lt;br&gt;• Check coffee machines, call Cafeteria if supplies are low&lt;br&gt;• Alphabetize doctor reports and put in the doctors’ slots&lt;br&gt;• Pick up records from out patient and admission and take to Medical Records&lt;br&gt;• Take admissions papers to where needed&lt;br&gt;• Register patients for reception/operator and assist in their entrance to Triage&lt;br&gt;• Open the door to the ER for visitors&lt;br&gt;• Deliver appropriate foods and fluids to patients/clients as directed by staff&lt;br&gt;• Put charts/band together&lt;br&gt;• Assist with transports&lt;br&gt;• Visit with patients frequently&lt;br&gt;• Run errands&lt;br&gt;• Help with communication between the nursing and lobby patients&lt;br&gt;• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</td>
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<tr>
<td>Employee Health Services</td>
<td>• Improve patient experience&lt;br&gt;• Have a good work ethic&lt;br&gt;• Enter data required for reports&lt;br&gt;• Able to bend, reach, stretch and lift to access files&lt;br&gt;• Sort and file including confidential records&lt;br&gt;• Work on Tuesdays and Thursdays&lt;br&gt;• Help with HR projects when needed&lt;br&gt;• Schedule a short interview with Employee Health prior to assignment&lt;br&gt;• Retirees preferred (medical personnel, teachers, officer workers)&lt;br&gt;• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</td>
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| Endoscopy        | • Improve patient experience  
• Check for outdated supplies  
• Deliver patient reports to medical records daily at 10 am & 2 pm (Endo will notify medical records)  
• Delivery patient reports to PACU after physician completes dictation for each scheduled patient  
• Stock endo carts daily in both endo rooms  
• Stock linen cart in endo daily and replenish as needed  
• Copy daily endo schedule to dry erase board  
• During downtime, follow volunteer job duties for pre-op/surgery lobby and PACU (stretchers cleaned)  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Engineering      | • Improve patient experience  
• Maintenance  
• Changing light bulbs  
• Run errands  
• Move equipment  
• Help move offices when needed  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Escorts           | • Improve patient experience  
• Takes patients for test by wheel chair as directed by FHZ staff  
• Deliver flowers to patient’s room  
• Help PR/VOL department with PR projects  
• Deliver charts and other items to the patient rooms  
• Identify patients by name and date of birth  
• Ensure you have the correct patient prior to transport  
• If patients are on oxygen, contact the nurse or respiratory therapist to ensure the patient is on the appropriate setting prior to transport  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| FHZ Foundation   | • Improve patient experience  
• Receptionist for the occasional incoming visitors  
• Complete patient mailing as instructed by Foundation Staff  
• Assist in special event mailings/duties  
• Update mailing information in Blackbaud System as received from return mail outs and newspapers  
• Shredding confidential information  
• Other duties as requested  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Grandview Medical       | • Improve patient experience  
• Greet people and assist as needed  
• Various clerical duties  
• Answer phone, take telephone messages  
• Schedule appointments  
• Send and receive faxes  
• Run errands  
• Assist with various projects  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Grounds                 | • Improve patient experience  
• Pick up all trash.  
• Help keep with weeding and other various yard chores done.  
• Run errands.  
• Assist the groundskeeper with any other minor yard chores as needed but not using any type of powered equipment.  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Human Resources         | • Improve patient experience  
• File, make copies, distribute flyers, make up welcome/orientation packets  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| ICU/PCU Waiting Area    | • Improve patient experience  
• Attend to the family members with updates and/or getting back to see patient  
• Run errands: to Lab or where directed  
• Make Copies  
• Put chart together  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Information Desk        | • Improve patient experience  
• Sit at the front desk  
• Answer phones  
• Must have a good knowledge of FHZ’s layout  
• Direct people to patient rooms  
• Use of computer to look up patient rooms  
• Direct escorts  
• Send flowers and cards to patient’s room by way of escorts  
• Be friendly (employee, doctors, volunteers and patients and their visitors are our #1 business)  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Information Systems  | • Improve patient experience  
                         • Supporting End User Computing issues  
                         • Provide accurate and timely support  
                         • Help troubleshoot hardware, software and other problems for the clients  
                         • Clean computers  
                         • Cable management  
                         • Installing monitors and battery backups  
                         • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Laboratory           | • Improve patient experience  
                         • Sort doctor reports and place in doctor’s box or mail if needed  
                         • Fax doctor reports to the appropriate office  
                         • Look up patient and physician information on the computer  
                         • Assist Lab personnel with filing or other work as directed  
                         • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Mail Courier         | • Improve patient experience  
                         • Deliver mail to each department in hospital  
                         • Check all share boxes, replenish share cards, give filled-out cards to patient representative  
                         • First hour spent with cashier in the Cafeteria restocking food items  
                         • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Marketing            | • Improve patient experience  
                         • Answer the phone  
                         • Greet the guest coming to Marketing  
                         • Formulating newspaper clippings and generate a report  
                         • Make copies  
                         • Office errand  
                         • Help to keep order in the office  
                         • Help with events  
                         • Help maintain brochures holders  
                         • Other simple clerical duties as assigned by the department  
                         • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Medical Records      | • Improve patient experience  
                         • Copying  
                         • Scanning  
                         • Batching of miscellaneous papers  
                         • Alpha sort outpatient scripts  
                         • Powerchart validating  
                         • File Fetal Monitors by date  
                         • Other simple clerical duties as assigned by the department  
                         • Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Medical Staff                 | • Improve patient experience  
• Do mailings  
• File  
• Make copies  
• Make up notebooks for meetings  
• Organize manuals  
• Run errands  
• Completion of reports and data  
• Other clerical responsibilities assigned by the department  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Medical Surgery II            | • Improve patient experience  
• Answer phones and call lights  
• Call nurse on Vocera’s  
• Direct visitors  
• Give patients juice, water, coffee, crackers, etc.  
• Pass around hospitality cart  
• Make up admission packets  
• Update eWhiteboard  
• Restock PPE cupboards in rooms  
• Assist in transferring patients in wheelchairs if needed  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Medical Surgery III           | • Improve patient experience  
• Pass out water  
• Talk with patients  
• Answer lights with secretary assistance  
• Copy charts  
• Stuff charts with progress notes and doctor orders  
• Check charts for complete insides  
• Fill linen cart before shift end  
• File papers with the unit manager  
• Work on project in manager’s office as needed  
• Address “thank you” cards  
• Stamp new charts with patient information  
• Answer telephone at front and desk and direct as needed  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Neurosciences/Stroke Team     | • Improve patient experience  
• Put education folders together for stroke team  
• Make copies  
• Help assemble 3 ring binder books: insert documents in page protectors, file documents in books  
• Run errands: to Administration, marketing, nursing units, materials, Human Resources, etc.  
• Other clerical responsibilities assigned by the department  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Nutritional Services Office               | • Improve patient experience  
• Take papers to shredding bins  
• Run errands  
• Make copies  
• Collate and staple forms  
• Work on miscellaneous projects, as needed  
• Mailings  
• Help stock items in cafeteria every day except for Thursdays  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Nutritional Services                      | • Improve patient experience  
• Help stock items in cafeteria every day except for Thursdays  
• Keep tray line clean  
• Help restock foods, condiments and paper products  
• Wipe down tables  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Nutritional Services Office/Diabetes Education | • Improve patient experience  
• Take papers to shredding bins  
• Run errands  
• Make copies  
• Collate and staple forms  
• Calculate and record Patient Food Survey results  
• Work on miscellaneous projects, as needed  
• Put charts together  
• Mailings  
• Put give-away bags together for Diabetes Education  
• Some data entry  
• Help set up support group meetings  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Observation Short Stay Area/Medical Observation short Stay Area | • Improve patient experience  
• Fill water for patients  
• Run documents/specimens to other locations in the hospital  
• Take accu-check to M/S2 to be downloaded  
• Get teles-trips from PCU2 and file in charts  
• Stock charts with order sheets and progress notes  
• File EKG’s, faxes and pharmacy communication forms in patient charts  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Orthopedic Spine Clinic (OSI)             | • Improve patient experience  
• Greet patients, assist if needed  
• Answer phones  
• Tidy waiting area  
• Various clerical responsibilities  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Outpatient Center Lobby     | • Improve patient experience  
• Demonstrate excellent customer service skills at all times  
• Offer a warm welcome and greeting to all patients and visitors coming into the lobby, and use the phrase: “Welcome to Florida Hospital Zephyrhills”  
• Assist patients and visitors in wheelchairs  
• “Roam” the lobby continually throughout the shift-greeting and talking to patients, and bring any issues to the attention of Registration or Front Desk employees  
• Maintain neatness and cleanliness of lobby—arrange newspapers, magazines etc.  
• Notify Front Desk or Housekeeping if anything needs particular attention  
• Maintain Hostess Center  
• Prepare patient wrist bands  
• Operate the lift  
• Help patients call x-ray for film requests  
• Help patient info requests  
• Gather wheelchairs  
• Help with directions  
• Help patients before approaching registration desk  
• Ensure doorway is safe (position cone indicator when floor is wet)  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Outpatient Surgery Registration | • Improve patient experience  
• Greet patient and families  
• Help keep the family informed  
• Transport patient  
• Put packets together  
• Run errands  
• Clerical  
• Work with Registrars at 2337, 2338  
• Hours – 7AM to 12PM & 12PM to 5PM  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Pastoral Care               | • Improve patient experience  
• Visit patients per chaplain  
• Pray with patients  
• Listen to patients  
• Talk with patients and/or families  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Pre-Op Front Desk           | • Improve patient experience  
• Prepare coffee and maintain the coffee supplies in the area  
• Help keeps all area clean in waiting area with vacuum cleaner including the elevator  
• Wipes all chairs in the waiting area  
• Assist family as needed  
• Takes papers to Pre-Op desk as needed  
• Assist with patients in wheelchair if you have current CPR certificate and able to assist. If you don’t have a current CPR certificate-call x2337 and notify the unit clerk  
• Puts chart packets together as requested by clerk |
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| Pre-Admittance Testing (PAT)| • Improve patient experience  
• Assembles chart packets used by Pre Op  
• Work independently  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Patient Finance             | • Improve patient experience  
• Photocopy the necessary information  
• Label each photocopy with the patient’s account number  
• Manual scanning the material into the computer  
• Enter the account number into the computer  
• Enter electronic billing notes into computer  
• Make face sheets for the physicians’ offices  
• Other special projects as needed  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Patient Representative      | • Improve patient experience  
• Copying  
• Computer input  
• Date stamp SHARE cards  
• Read each SHARE card to determine which department it goes to  
• Input each SHARE card in to an Excel spreadsheet  
• Wear appropriate covering while working with lost and found items (under the supervision of Security and Patient Rep)  
• Inventories Lost & Found items  
• Input information on Lost & Found in to an Excel Spreadsheet  
• Call patients on Lost & Found Items  
• Run errands  
• Other projects as needed  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Patient Services            | • Improve patient experience  
• Deliver fresh water and ice to patient room  
• Deliver Patient Handbook and/or newspapers to patient room  
• Possibly visit a few minutes with patients  
• Help fill out the Marketing’s Patient Satisfaction Survey  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Payroll                     | • Improve patient experience  
• Stuff envelopes with paychecks and/or stubs  
• File Expense and Medical Reports  
• Seal envelopes  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| PCU III                                   | • Improve patient experience  
• Attend to the family members with updates and/or getting back to see patient  
• Run errands: to lab or where directed  
• Make copies  
• Puts chart together  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Pet Therapy (Animal Assisted Activities)   | • Improve patient experience  
• Follow the Animal Assisted Activities' Policy and Procedure precisely  
• Talk with patients  
• Use linen as a barrier between animal and bed  
• Work closely with the charge nurse/manager to assure who can be visited and who can  
• Pick up the needed paperwork before visiting the floors  
• See the Volunteer Coordinator with all concerns  
• The animal must be in good health and bath the day before or less before entering the hospital.  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Pharmacy                                  | • Improve patient experience  
• Handle all medications according to storage policy.  
• Apply accessory labels to bags  
• Alpha sort records  
• Deliver to nursing units. (Delivery to nursing units applies to the evening times only after 4PM)  
• Check expiration dates  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Physicians Offices                         | • Improve patient experience  
• Answer phones  
• Greet patients  
• Schedule patients  
• Scan documents/Data entry  
• Make copies  
• Various clerical duties  
• Make NP packets  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Popcorn                                   | • Improve patient experience  
• Make popcorn  
• Keep popcorn machine clean and tidy  
• Wear gloves  
• Wash hands when necessary according hand washing protocol for Florida Hospital Zephyrhills  
• Maintain supplies (popcorn, bags, gloves, and paper towels, etc.)  
• Smile at all customers  
• Manage monies and sees that the money is deposited with Registration  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| **Print Shop and Materials Management** |  - Improve patient experience  
  - Act as receptionist for the Copy Center, greet customers and take copy center orders using the customer order form.  
  - Ensure the order forms are complete.  
  - Put orders in the queue for the Copy Center employee.  
  - When assigned, monitor the incoming e-mail inbox for orders submitted via the website. When an order arrives, print it out and put it in queue for the Copy Center employee.  
  - For any incoming order, determine if the print job needs to be reviewed by Marketing. (This is done by two simple questions. If “yes” to either question, then marketing needs to review print job.)  
  - If Marketing needs to review the copy job, forward the job to Marketing and get approval prior to putting job in queue for copy center employee.  
  - When copy orders are complete, deliver the orders inside the main building. Cart will be provided.  
  - Coordinate efforts with the Copy Center DOS Imaging employee.  
  - As skill in the copy center develops, volunteer may be asked to run simple copy jobs.  
  - Volunteer may be asked to assist users with general use copier located in the hallway outside the copy center.  
  - Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| **Radiology**              |  - Improve patient experience  
  - Answer phone  
  - Run errands  
  - Wipe down and re-stock rooms  
  - Escort patient to and from his/her room  
  - Retrieve patient from waiting room  
  - Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| **Respiratory Therapy**    |  - Improve patient experience  
  - Keep printer and fax machines supplied with paper  
  - Remove slips from printer and put on correct slots  
  - Call Therapist on vocera (ext 6600) with new orders  
  - Check supply levels and report needed items to Director  
  - Stock supplies, placing in correct bins  
  - Stock RT supplies on each floor  
  - Boxes are to be broken down and taken to the soiled utility room  
  - Answer telephone  
  - Rotate stock by moving old to front  
  - Put together blood gas kits  
  - Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Same Day Surgery – Post Op  | • Improve patient experience  
• Be friendly to all patients and help keep them comfortable at all times. Smiles and casual conversation help comfort them while waiting  
• Bring drinks and occasionally roll or toast to patients AFTER permission from nurse  
• Help nurses whenever possible (requires lots of walking),  
• Talk to patients as they are waking up and let them know where they are  
• Assist the nurse while the patient is getting dressed to leave with permission of the duty nurse  
• Remove dirty linen, clean stretcher and remake bed  
• Push stretcher back down hall to pre-opt department  
• Keep kitchen clean and restock with sugar, cups, etc.  
• Keep coffee made as needed  
• Fill linen cupboards from laundry cart  
• Fill trays with Band-Aids, 2 X 2’s, etc.  
• Other duties as requested  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Same Day Surgery – Pre Op   | • Improve patient experience  
• All volunteers will be trained by Pre-op and Post-op personnel  
• Be friendly to patients  
• Help nurses as requested  
• Clean stretchers  
• Make up beds with clean sheets, pillow and blanket  
• Move stretchers into vacant patient stations  
• Get IV solution for nurses  
• Check and keep IV solution warmer filled  
• Keep blanket warmer filled  
• Stock bedside stands with IV kits, hats, temperature strips, gowns, booties, emesis basins  
• Wipe down cables  
• Fold patient gowns  
• Put stock away in storage room  
• Go to waiting room and bring back patients for their families  
• Copy patient papers for nurses  
• Go to Pharmacy to pick up med’s for patients  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Shuttle Transport           | • Improve patient experience  
• Put gas in the shuttle  
• Transport people to and from their car  
• Keep Volunteer Service Coordinator informed of shuttle condition  
• Systematic but regular driving coverage of all areas surrounding the hospital particularly parking lots  
• When parked, position the shuttle in places that you have good visibility of where visitors are parking  
• No reading or craft project while on the shuttle. Please be alert for anyone who needs a ride  
• Please keep the shuttle moving—using less than 10 minutes per hour in the hospital for personal needs  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Simpson Breast Center        | • Improve patient experience  
• Demonstrate excellent customer service skills at all times  
• Offer a warm welcome and greeting to all patients and visitors coming into the lobby.  
• Assist patients and visitors in wheelchairs  
• Maintain neatness and cleanliness of lobby-arrange newspapers, magazines etc.  
• Notify Front Desk or Housekeeping if anything needs particular attention  
• Help patient info requests  
• Help with directions  
• Ensure doorway is safe (position cone indicator when floor is wet)  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Sterile Processing           | Under Staff Supervision:  
• Improve patient experience  
• Take packages to other departments  
• Put away supplies  
• Help Carolyn gather supplies and instruments  
• Help everyone at different functions  
• Transport supplies to Surgery  
• Must wear white Scrubs.  
• Volunteer must have certification for the following task: putting the trays together  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Surgery Desk                 | • Improve patient experience  
• Run errands  
• Sign people in and let surgery know they’re here  
• Escort patient and family or one or the other  
• Phone etiquette  
• Give directions  
• Volunteer must be CPR certified to transport patients  
• Must be friendly  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Surgery Registration         | • Improve patient experience  
• Answer phones  
• Greet patients and families  
• Help keep the family informed  
• Help with beverage corner  
• Help with putting new charts together  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Therapy Department | • Improve patient experience  
• Help prepare treatment rooms  
• Restock supplies  
• Change dirty linen  
• Some clerical work  
• Run errands  
• Change and remake treatment rooms after each patient  
• Stock rooms with linens  
• Fill lotion bottles  
• Restock towels near hot pack area and pool room  
• Stock whirlpool rooms with linens  
• Wipe all computer keyboards with disinfectant wipes  
• Put hot packs back in machine, then back on rack  
• Dust all counter tops in department  
• Dust all equipment in treatment rooms and in PT gym  
• Clean all therapy equipment with disinfectant  
• Stock linen closet from linen cart  
• Put together welcome bags  
• Wipe down phone, computer, office counters with disinfectant spray  
• Keep the clipboards wiped down and refilled  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Reception          | • Improve patient experience  
• Answer phones  
• Computer input (check patients in)  
• Greet patients  
• Perform various clerical duties  
• Distribute & collect patient welcome & discharge packets  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Volunteer Office   | • Improve patient experience  
• Greet people coming in to see Susie  
• Copy, type, file  
• Maintain volunteer filing system  
• Cut out newspaper ads  
• Answer phone, take telephone messages  
• Schedule appointments  
• Send and receive faxes  
• Deliver magazines  
• Create flyers  
• Hang flyers  
• Run errands  
• Fold and disperse document called TEAMWORK  
• Enter data in VOLTRAK  
• Assist with various projects  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
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| Warehouse        | • Improve patient experience  
• Handle all medications according to storage policy.  
• Put price stickers on new items  
• Help deliver supplies to the floors  
• Help put stock away  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Wellness Center  |                                                                                                                                              |
| Exercise area    | • Improve patient experience  
• Work under the direction of the fitness head  
• Clean exercise equipment  
• Assist with taking blood pressures  
• Other various office responsibilities  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Wellness Office  | • Improve patient experience  
• Computer input  
• Run errands in house  
• Answer phones  
• Filing  
• Put packets together for seminars  
• Copying  
• Other small jobs assigned by the department head  
• Assist in Life, Fit to Be Trim Programs with Customer Service  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
| Wound Care       | • Improve patient experience  
• Answer phones  
• Act as receptionist, greet people  
• Filing  
• Make copies as needed  
• Put packets together – new/doctor/nurse  
• Breakdown discharges  
• Stuff charts for new patients  
• Thin charts  
• Put sticker packets together for patient visits  
• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. |
Admission/Discharge Folders
Print English forms from the P Drive and restock red hanging file folders
- 900199 Notice to Obstetric patient
- 900171 Baby Place Visitor Policy
- 900150 Infant Security Guidelines
- 900161 Feeding Preference
- 900185 OB Education Record (staple page 1 & 2 together)
Paperclip English Peace of Mind brochure to Notice to Obstetric patient form # 900199
Xerox English Birth Announcement and restock red hanging file folders
Xerox, staple and restock red hanging file folders (English)
- Postpartum Depression
- Jaundice in Newborns
- Lay Person CPR
- How to Stop Smoking

Place Metabolic Screening insert inside the Florida Infant Screening brochure
Place Baby Place label on the front of red folders
Fill red folders according to the list
Get Spanish forms from the form room and restock green hanging file folders
- Spanish Notice to Obstetric patient
- Spanish Baby Place Visitor Policy
- Spanish Infant Security Guidelines
- Spanish Feeding Preference
- Spanish OB Education Record (staple page 1 & 2 together)
Paperclip English Peace of Mind brochure to Notice to Obstetric patient
Xerox Spanish Birth Announcement and restock green hanging file folders
Xerox, staple and restock green hanging file folders (Spanish)
- Postpartum Depression
- Jaundice in Newborns
- Lay Person CPR
- How to Stop Smoking

Place Metabolic Screening insert inside the Florida Infant Screening brochure
Place Baby Place label on the front of green folders
- Fill green folders according to the list

Other Items
- Provide fresh water to patients
- Take specimens to the lab
- Wash and dress newborn cribs (after shown how...remember to leave cleaner 10 minutes before wiping off)
- Straighten forms room
- Clean up break room (throw away dirty cups, wipe down table, counters, place magazines under cart with staff mailboxes, take any papers to UC/RN/LPN to determine if they can be thrown away)
- Dust areas that need dusting (code carts, chart cubby, top of chart cubby, computers and nurses' station)
- Assemble chart packets (use list to ensure accuracy...do not use sample packet)
- Fill laundry drawers in 2402-2407
- Fill formula in the Nursery & dust
- Restock supply cart in 2408
- Restock back pack shelves in storage room
- Empty dirty laundry hampers
- Fill blanket warmer
- Straighten up all storage room
- Take excess equipment to basement storage
- Restock gloves in rooms