# Volunteer Job Assignments

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>
</tr>
</thead>
</table>
| Administration| • Improve patient experience  
• Greet visitors  
• Direct them to the requested office  
• Assist with projects as requested  
• Answer phones  
• Sort Mail  
• Lobby Check  
• Check printers for paper  
• 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 Place    | • Improve patient experience  
• Print forms from the P drive for charts  
• Run errands  
• Restock supplies  
• Stock patient rooms  
• Assemble and stock admission folder files  
• Wash and assemble newborn cribs  
• Pass water to patients  
• Take specimens to the lab  
• Clean break room  
• Stock formula  
• Empty linen hampers  
• Fill blanket warmer  
• 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. |
| Bio-Medical Engineering | • Improve patient experience  
• Clean IV pumps  
• Retrieve pumps and equipment for cleaning from the floors  
• 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.  
• 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.  
• 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.  
• Meet Health and Human Services, as well as Environment Health and Safety requirements.  
• Perform other related duties as assigned.  
• 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</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.                                                                                                                                                     |
| Breast Center Desk        | • 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.                                                                 |
| Cafeteria                 | • 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)  
                           • 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  
                           • Maintain cleanliness  
                           • 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. Improve patient experience |
| Cafeteria Concierge       | • Improve patient experience  
                           • Greet guests and assist when needed i.e. directions, carry trays  
                           • Maintain cleanliness of tables, chairs, and seating area  
                           • Offer words of encouragement and/or prayer for those in need  
                           • 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.                                                                 |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| Cafeteria Stockroom          | • Improve patient experience  
• Assist with cleaning coolers, freezers, and store room.  
• Help put away stock from deliveries left on pallets in the courtyard.  
• 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. |
| Cafeteria Stock Floors       | • Improve patient experience  
• Stock patient floors with food/drink/snacks as needed  
• Get the stock from cafeteria and put on cart  
• Push cart to the patient floors  
• Use Kaizen guide to determine what and how many of each to stock  
• 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. |
| Cardio-Pulmonary Rehab       | • Improve patient experience  
• Greet the patients when they come in  
• Answer the telephones  
• Clean the telemetry monitors after they are used  
• Keep bulletin boards updated  
• Clean counters in the reception area  
• Clean break room  
• Help with computer 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. |
| Case Management              | • Improve patient experience  
• Make copies of patient files  
• Run errand  
• Some typing  
• Very little answering of phones  
• Make phone calls to patients after discharge  
• 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. |
| 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. |
| Chaplain                     | • 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| Child Care Center           | • 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. |
| Common Areas                | • Improve patient experience  
• Tidy up magazines, brochures, etc.  
• Wipe off tables, furniture, and brochure holders when needed  
• Fill water when needed  
• Report large spills or bodily fluids clean up needed to House Keeping/Environmental Services  
• Report torn cushions, broken furniture, stained ceiling tiles to Engineering  
• 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. |
| Construction Directions     | • Improve patient experience  
• Greet Visitors as they get off the elevator  
• Escort Visitors to their destination  
• Complete other assigned work  
• 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. |
| Cookies                     | • Improve patient experience  
• Bake cookies  
• Package cookies in bags and put in basket  
• Deliver cookies to guests in waiting areas  
• 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. |
| 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| Education                   | • 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. |
| Emergency Room Back         | • Improve patient experience  
  • Stock linen cabinets  
  • Clean patient rooms/make up beds  
  • Provide appropriate foods and fluids to patients/clients  
  • Clean lounge  
  • Clean refrigerator  
  • Assist with transports  
  • Visit with patients frequently  
  • Run errands  
  • Visit patients to confirm placement of name bands  
  • Help with communication between the nurses and lobby patients  
  • Make up charts  
  • Check supplies for: linens, urinals, bedpans, etc.  
  • Run errands to: Pharmacy, Lab, supplies, paper work to PCU/ICU  
  • Admittance tags  
  • 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. |
| Emergency Room Front        | • Improve patient experience  
  • Check coffee machines, call Cafeteria if supplies are low  
  • Alphabetize doctor reports and put in the doctors’ slots  
  • Pick up records from outpatient and admission and take to Medical Records  
  • Take admissions papers to where needed  
  • Register patients for reception/operator and assist in their entrance to Triage  
  • Open the door to the ER for visitors  
  • Deliver appropriate foods and fluids to patients/clients as directed by staff  
  • Put charts/band together  
  • Assist with transports  
  • Visit with patients frequently  
  • Run errands  
  • Help with communication between the nursing and lobby 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. |
| Emergency Room Discharge Calls | • Improve patient experience  
  • Call discharged patients and follow script  
  • Make a commitment for a call back from a clinical staff member for any medical questions  
  • Create sense of concern and caring  
  • 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Employee Health**       | • Improve patient experience  
                          • Have a good work ethic  
                          • Enter data required for reports  
                          • Able to bend, reach, stretch and lift to access files  
                          • Sort and file including confidential records  
                          • Alphabetizing papers to be filed  
                          • Making shipping packages for drug screens  
                          • Count and Record Flu Shot Declinations and Reasons for Declinations  
                          • Run errands  
                          • Help with HR projects 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. |
| **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. |
| **Escort**                | • Improve patient experience  
                          • Shift times: 8:30A-12:30P and 12:30-4:30P (there may be exception-coordinator must be aware)  
                          • Must be CPR certified  
                          • Eight hours of on-the-job training  
                          • Follow all pertinent policies (escort and O2) and work standards  
                          • Takes patients for test by wheelchair as directed by FHZ staff  
                          • Identify patients by name and date of birth  
                          • Deliver flowers to patient's room  
                          • Deliver charts and other items to the patient rooms  
                          • 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  
                          • Help Patient Experience/VOL department with projects  
                          • Acquire a replacement if absent  
                          • Contact the Volunteer Office if absent  
                          • 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. |
| **Escort Assistant**      | • Improve patient experience  
                          • Walk guests to their destination  
                          • Deliver Flowers/Cards  
                          • Assist Escorts as needed i.e. Pt. with IV  
                          • 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. |
| **Flower Angels**         | • Improve patient experience  
                          • Locate and collect flowers from local businesses  
                          • Put together flower arrangements  
                          • Take to patients in need  
                          • 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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. |
| 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 1:00 pm or 1:00 pm to 5:00 pm)  
• 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. |
| 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. |
| Hats & Booties | • Improve patient experience  
• Knit or Crochet Hats and/or Booties  
• 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| ICU          | • 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  
• Tidy up the visitor lounge,  
• Offer coffee to visitors in the rooms (provided by the unit)  
• Assist in answering phones in the ICU.  
• 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. |
| Information Systems | • Improve patient experience  
• Supporting End User Computing issues  
• Provide accurate and timely support  
• Help trouble shoot 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. |
| KPO          | • Improve patient experience  
• Works with Kaizen Director and KPO Specialists to prepare and set up for KPO classes  
• Supports the Outpatient Ambassador Duty program as needed  
• Works with Kaizen Director and KPO Specialists to prepare and set up for KPO Orientation and Tours  
• Works with Kaizen Director and KPO Specialists to prepare documents for KPO Educational Classes  
• Works with Kaizen Director and KPO Specialists adding support for 5S projects  
• Assist with Community Garden and other projects as needed |
| 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| Lost & Found                | • Improve patient experience  
• Pick up lost & found items from nurses stations  
• Record items on spreadsheet  
• Call patient or patient's family as appropriate  
• Organize items for easy access  
• Discard items or donate at appropriate timeframe  
• 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. |
| Materials Management        | • Improve patient experience  
• Put labels on folders  
• Help reduce bulk stock into individual pkg.  
• Scan documents  
• Help 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. |
| Medical Surgery II 2nd Floor | • 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| Medical Surgery III 3rd Floor | • 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. |
| 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. |
| Multi-Specialty Clinic      | • Improve patient experience  
• Escort patients to the Medical Assistant’s station  
• Escort patients to the internal restroom when needed  
• Escort patients to Dr. Q’s internal waiting area  
• Assist patients when they have questions regarding the new patient paper work that must be completed  
• Sit with patients who may come alone to provide comfort and conversation, especially needed when nursing home patients are dropped off and left to wait for the physician  
• Assist with the faxing of new patient forms  
• Answer non-medical questions from the patient or obtain an answer for a patient when they have a question  
• Assist with opening the doors for patients who do not have the capability of opening a door as they may be with a cane, walker or wheelchair  
• Greet patients when they arrive and when they leave the office  
• 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 Service Patient Trays | • Improve patient experience  
• Straight up pt. bedside tray to get ready for food trays  
• Check back after food has been delivered to see if pt. needs anything  
• Get any needed food/drink requested after first checking with patient’s nurse  
• 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| **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.  
| **Patient Services**         | • Improve patient experience  
                               • Deliver fresh water and ice to patient room  
                               • Deliver Patient Handbook and/or newspapers to patient room  
                               • Visit a with patients  
                               • Read to patients  
                               • Get patient magazines or sundries from gift shop  
                               • 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.  
| **PCU**                      | • 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**              | • 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.  

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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. |
| Physical Therapy            | • 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. |
| 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. |
| 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| Quality Dept.         | • Improve patient experience  
|                       | • Sort, File, Scan Documents  
|                       | • 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. |
| Radiology Asst.       | • Improve patient experience  
|                       | • Comfort Patient by talking with them, praying with them, etc.  
|                       | • Get warm blanks for patient  
|                       | • Monitor the patients for changes in condition and report any worsening illness or changes in behavior to the technologist  
|                       | • 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 Escort      | • Improve patient experience  
|                       | • Shift times: 8:00A-12:00  
|                       | • Must be CPR certified  
|                       | • Eight hours of on-the-job training  
|                       | • Follow all pertinent policies (escort and O2) and work standards  
|                       | • Takes patients for test by wheelchair as directed by FHZ staff  
|                       | • 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  
|                       | • Contact Radiology Dpt. if absent  
|                       | • 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  
|                       | • 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  
|                       | • 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. |
| Security              | • Improve patient experience  
|                       | • Clean office space  
|                       | • Unlocking certain doors as requested  
|                       | • Helping with lost and found  
|                       | • Reorganizing office  
<p>|                       | • 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. |</p>
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shuttle</td>
<td>• Improve patient experience&lt;br&gt;• Transport people to and from their car&lt;br&gt;• Keep Volunteer Service Coordinator informed of shuttle condition&lt;br&gt;• Systematic but regular driving coverage of all areas surrounding the hospital particularly parking lots&lt;br&gt;• When parked, position the shuttle in places that you have good visibility of where visitors are parking&lt;br&gt;• No reading or craft project while on the shuttle. Please be alert for anyone who needs a ride&lt;br&gt;• Please keep the shuttle moving—using less than 10 minutes per hour in the hospital for personal needs&lt;br&gt;• Help keep the parking lots clean by picking up trash using the “trash grabber” and placing it in the metal trash can on the shuttle. Throw away the plastic bag &amp; wipe the outside of the trash can at end of the shift. Volunteer office will provide more trash bags as needed&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>
</tr>
<tr>
<td>Sterile Processing</td>
<td>• Improve patient experience&lt;br&gt;• Take packages to other departments&lt;br&gt;• Put away supplies&lt;br&gt;• Help staff gather supplies and instruments&lt;br&gt;• Help everyone at different functions&lt;br&gt;• Transport supplies to Surgery&lt;br&gt;• Must wear Scrubs.&lt;br&gt;• Volunteer must have certification for the following task: putting the trays together&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>
</tr>
<tr>
<td>Surgery Desk</td>
<td>• Improve patient experience&lt;br&gt;• Prepare coffee and maintain the coffee supplies in the area&lt;br&gt;• Escort patient and family or one or the other-CPR certified Only&lt;br&gt;• Help keep areas clean in waiting area with vacuum cleaner including the elevator&lt;br&gt;• Wipes all chairs in the waiting area&lt;br&gt;• Greet and assist patients and families as needed&lt;br&gt;• Takes papers to Pre-Op desk as needed&lt;br&gt;• Give directions to patients and families as needed&lt;br&gt;• Run errands&lt;br&gt;• Must be friendly&lt;br&gt;• Puts chart packets together as requested by clerk&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>
</tr>
<tr>
<td>Area</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 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 crackers 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  
• 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.                                                                                                                                 |
| 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  
• Move stretchers into vacant patient stations  
• Keep blanket warmer filled  
• Stock bedside stands with hats, temperature strips, gowns, booties, emesis basins  
• Wipe down cables  
• Fold patient gowns  
• Go to waiting room and bring back patients for their families  
• Copy patient papers for nurses  
• Compile charts/folders if requested  
• 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.                                                                                                                                 |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| Valet Assistant    | • Improve patient experience  
• Ensure each guest receives outstanding service by providing a friendly environment, which includes proactively greeting and thanking each guest.  
• Inform guest of Hospital valet and self-park options, relevant services, hours of operation, and after hour’s key retrieval.  
• Provide hospital maps and directory information  
• Help visitors and patients find their way to their appropriate destination  
• Help visitors fulfill their needs  
• Assist in maintaining the front driveway congestion free through traffic control.*  
• Assist each guest into and out of their vehicles by opening/closing car doors, and retrieving/storing wheelchairs/strollers and belongings.*  
• Keep work area clean of debris.  
• Alert appropriate personnel if suspicious activity  
• Prepare and maintain accurate valet logs and other required data.*  
• Ability to work in an environment that is not necessarily protected from weather and temperature changes with exposure to hot, cold, wet, humid or windy weather conditions for long periods of time.  
• 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 into the office  
• Copy, type, file  
• Maintain volunteer filing system  
• Answer phone, take telephone messages  
• Schedule appointments  
• Send and receive faxes  
• Create flyers  
• Hang flyers  
• Run errands  
• 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. |
| Wellness Center    | • Improve patient experience  
• Work under the direction of the fitness head  
• Clean exercise equipment  
• Run errands in house  
• Answer phones  
• Filing  
• Put packets together for seminars  
• Copying  
• Other small jobs assigned by the department head  
• 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. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellness Education</td>
<td>The purpose for the CREATION Health volunteer is to assist the CREATION Health Life Coach with daily duties. These tasks will include:</td>
</tr>
<tr>
<td>Creation Health</td>
<td>• Be a CREATION Health ambassador in the hospital campus.</td>
</tr>
<tr>
<td></td>
<td>• Assist the Life Coach in planning and implementing the kickoff and graduation for the coaching program.</td>
</tr>
<tr>
<td></td>
<td>• Assist the Life Coach in logistics for the lunch learns.</td>
</tr>
<tr>
<td></td>
<td>• Assist the Life Coach in creating new challenges and incentives for the participants.</td>
</tr>
<tr>
<td></td>
<td>• Putting CREATION Health kickoff folders together.</td>
</tr>
<tr>
<td></td>
<td>• Simple data entry.</td>
</tr>
<tr>
<td></td>
<td>• General administrative functions</td>
</tr>
<tr>
<td>Wound Care</td>
<td>• Improve patient experience</td>
</tr>
<tr>
<td></td>
<td>• Answer phones</td>
</tr>
<tr>
<td></td>
<td>• Act as receptionist, greet people</td>
</tr>
<tr>
<td></td>
<td>• Filing</td>
</tr>
<tr>
<td></td>
<td>• Make copies as needed</td>
</tr>
<tr>
<td></td>
<td>• Put packets together – new/doctor/nurse</td>
</tr>
<tr>
<td></td>
<td>• Breakdown discharges</td>
</tr>
<tr>
<td></td>
<td>• Stuff charts for new patients</td>
</tr>
<tr>
<td></td>
<td>• Thin charts</td>
</tr>
<tr>
<td></td>
<td>• Put sticker packets together for patient visits</td>
</tr>
<tr>
<td></td>
<td>• 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>
</tr>
</tbody>
</table>