

Red Cross Volunteer Position Description

Area: Red Cross Office

Job Title: Red Cross Volunteer

Immediate Supervisors: TBD

Days and Times Needed: Monday-Friday 7:00am-3:00pm, (minimum of 2 hour shifts)

Duties/Responsibilities:

Sign in at the Red Cross Office – beginning of shift

Red Cross Volunteers assist with general hospital volunteer needs. The focus is on providing excellent customer service to ensure a good patient/visitor experience.

Duties vary and may include:

- Assist at the Red Cross Information Desk providing directions and escort to patients and staff around Clinical Center.
- Taking coffee cart to outpatient clinics, serving patients and providing a friendly atmosphere.
- Assist with Phlebotomy coffee cart by maintaining supply and providing conversation to patients in the waiting room.
- Assist patient library with providing reading & video materials to inpatients.
- Shopping for or running necessary errands for patients who are unable to complete task. *Few requests are made in this area and depend on volunteer availability.
- Assist with answering phone calls or act as companion escort for patients when requested to do so by the nursing department.
- Special requests and other services as assigned.

Sign out at Red Cross Office – end of shift

Requirements:

- English fluency
- Excellent communication & customer service skills.
- Respect patient confidentiality at all times.
- Volunteers should not discuss a patient's condition or verbalize assumptions or opinions on patient conditions or visitor inquiries.
- Volunteers must wear their volunteer jackets, name tags and badges at all times.

Position-Specific Training Required

Emergency Procedures

Universal Precautions

Patient Confidentiality

Customer Service

Privacy Awareness