

Mon Health Medical Center
VOLUNTEER SERVICES

Placement Title: FROG Driver

Responsible To: Director of Volunteer Services

Placement Summary: The “FROG Navigator” will assist customers in navigating the hospital and physicians’ offices by using the FROG (Free Rides On Ground) service. Duties include driving the FROG, escorting individuals to their destinations, responding to phone requests for the FROG, and how to respond in emergency situations.

Duties and Responsibilities:

1. Answer and carry a phone, respond promptly to requests.
2. Greet individuals warmly, introducing oneself to build rapport.
3. Pick up and deliver patients and visitors from their vehicle.
4. Guide individuals to their destinations, either walking or using a wheelchair.
5. Receive proper training on wheelchairs, and FROG.

Training Required:

1. Identifying and helping patients in and out of the FROG.
2. Familiarization with the hospital layout.
3. Wheelchair operation and etiquette.
4. Phone operation and communication etiquette.
5. Proper handling, transport, and sign-out procedures for samples.
6. Knowledge of sample drop-off locations and emergency spill or contamination response.

Qualifications:

1. Excellent communication skills, confident and at ease in conversations.

2. Friendly, smiling, and courteous demeanor.
3. Proficient in operating a wheelchair appropriately.
4. Ability to be on feet and walking for a 4-hour shift.
5. Knowledgeable about the hospital layout.
6. Clean Driving Record and above the age of 21
7. Legible reading and writing skills.

DVS Signature and Date

Department Signature and Date

12/7/2023