

**MON GENERAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTION**

TITLE: Endoscopy VOLUNTEER
DEPARTMENT: Endoscopy
REPORTS TO: Director, Volunteer Services, and Director of Endoscopy

Placement Summary: Assist Endoscopy with escorting patients and family members leaving after recovery, restocking patient room and serving as a communication liaison between patient/family and staff.

Duties and Responsibilities:

1. Check in with Endo staff upon your arrival for communication purposes.
2. Communicate with the NA and RN for assignment
3. Transport discharged patients to vehicle.
4. Keep rooms neat, tidy and replenish items as needed.
8. Provide information for families, i.e. directions, places to eat, motels, etc. (the reception desk has this information).

Training Required:

1. Volunteer Orientation
2. Training with an experienced Endo Liaison Volunteer
3. wheel-chair

Qualifications:

Courteous, dependable person who has the ability to meet the patient's family in a friendly, helpful manner, always keeping in mind the pressures the waiting family may be experiencing. Must have keen hearing for communicating appropriately. Must have the ability to interact appropriately with visitors, physicians and hospital staff. Must understand the importance of confidentiality of patient information. Must have the ability to comfort others without counseling or giving medical advice or personal opinions. Must be able to be on feet for long periods of time and transport wheelchair.

DVS Signature and Date

Department Signature and Date

4/2012