

Position Description

Title: Emergency Department Volunteer
Department: Volunteer Services
Reports to: Manager, Volunteer Services

Objective: Emergency Department (ED) Volunteers provide non-medical support to the department by assisting the medical and administrative staff, and by spending quality time visiting with patients and visitors to promote the delivery of outstanding service. Volunteers in this assignment play an important role within the ED by providing access to information, escorting patients and visitors and assisting in coordinating patient visits from family and friends, while expanding their own knowledge of an emergency department environment.

Duties:

- Assist in greeting and escorting patients and visitors
- Assist in responding to patient call lights
- Visit anxious patients and families by providing comfort and support
- Stock supplies
- Organize nutritional supplies
- Organize equipment and utility rooms
- Report safety hazards
- Unwrap linen and organize linen carts
- Assist with clerical tasks as directed
- Provide wheelchair assistance
- Retrieve wheelchairs and return to the appropriate locations
- Provide information to visitors about department operations
- Provide support for patients and visitors needing assistance
- Call for Patient Transportation when necessary
- Assist with keeping the waiting area orderly
- Run errands for staff when requested

Qualifications:

- Previous experience in clinical or hospital environment
- Ability to communicate effectively with patients, families and staff
- Able to work as part of a team
- Able to demonstrate and maintain a positive, calm, caring and compassionate attitude (excellent customer service skills)
- Able to respect privacy and keep information about patients and staff strictly confidential
- Recognize and respect the multi-cultural needs of our patients and families with a non-judgmental and accepting attitude
- Must be able to communicate clearly in English
- Must be mature, responsible and able to take initiative
- Reliable, energetic and motivated with an interest in public service and healthcare
- Must demonstrate adherence to Volunteer Services Policies & Procedures, iCare Values, and related policies and procedures, including but not limited to those regarding confidentiality, fire, chemical and infection control

Patient contact: Yes

Availability needed: Ongoing

minimum of:

needed:

To: 11:00 p 11:00 p 11:00 p 11:00 p 11:00 p 11:00 p