

## Mason Clinic Concierge Volunteer

<b>Job Title:</b> Mason Clinic Concierge Volunteer	<b>FLSA Status:</b> Exempt Volunteer
<b>Department:</b> Volunteer Services	
<b>Reports to:</b> Volunteer Coordinator	<b>Date:</b> October 1, 2019

### **Job Summary**

Mason Clinic Concierge Volunteers assist patients, families, visitors and staff in Mason Clinic and throughout the hospital. They welcome people as they enter, provide personal assistance to help people find their way around, providing personal escorts to hospital departments and clinical areas, deliver mail and materials between hospital departments, and assist staff in creating information packets and mailings.

### **Duties and Responsibilities**

1. Greet people with a Smile.
2. Provide wheelchair assistance to those in need entering the Clinic or traveling to different areas of the Clinic
3. Greet, guide, and offer assistance to patients, visitors, and staff in the Clinic and throughout the Hospital.
4. Assist with directions or escort people to specific departments/rooms/conference rooms/etc.
5. Provide general information and/or answer questions
6. Transport Lab Specimens from Clinical areas to the lab on request
7. Assist with special projects as requested (Mailings, Pre Admit Packets, etc).
8. Keep the Lobby/Entrance area tidy.
9. Make sure magazines racks are filled.
10. Provide Professional interaction with MGH staff, patients, visitors, and community members.
11. Respond to requests (personal, memo, telephone) in a timely manner.
12. Assist with office work, which may include data entry, filing, copying, organizing, and other clerical assignments.
13. Mail distribution as directed or requested.
14. Assistance with District and community special events as requested.
15. Maintain confidentiality and model it for others.

### **Organizational Responsibilities**

In addition to the duties and responsibilities listed above, all employees are expected to support the Mason General Hospital & Family of Clinics mission, vision and values; comply with District policies and procedures; and conduct themselves in an ethical, professional, respectful, and collaborative manner at all times.

### **Required Education and Experience**

1. At least 15 years of age.
2. High School Diploma, GED, or currently enrolled in High School.
3. Parental Permission if under 18 years of age.

### **Required Licenses, Certifications and/or Registrations**

1. None

### Additional Unit-Specific Certification Requirements:

- Hospital provided training on safe patient handling to assist patients into/out of wheelchairs or those who are utilizing wheelchairs.

### **Required Knowledge, Skills and Abilities**

1. Demonstrate effective listening and verbal skills.
2. Demonstrate effective communication skills; communicates directly with person(s) and when necessary uses lines of authority appropriately to resolve problems.
3. Respond to requests (personal, memo, telephone) in a timely manner.
4. Promote a good image and speaks positively about Mason General Hospital, Mason Clinic, staff, personnel, projects and activities.
5. Demonstrate initiative, flexibility, and a willingness to learn in performing duties as needed.
6. Demonstrate personal and professional responsibility and accountability including appearance (adheres to the hospital dress code), attendance, and punctuality.
7. Demonstrate the ability to read/write messages and to carry out instructions provided in written and oral form.
8. Ability to multitask and handle workload in a mature manner.
9. Ability to work efficiently and follow directions.
10. Ability to work independently and as part of a team.

### **Physical Requirements**

1. Ability to stand for long periods of time.
2. Ability to walk/escort patients, families, and visitors to locations throughout the Hospital and Clinic
3. Ability to safely assist patients into and from wheelchairs and to move people in wheelchairs.

	Never = 0% of time	Seldom = 1-10%	Occasional = 10-30%	Frequent = 30-70%	Constant = over 70%
Lifting <10 lbs				X	
Lifting 10-35 lbs			X		
Lifting <35 lbs		X			
Carrying <10 lbs			X		
Carrying 10-35		X			
Carrying >35 lbs		X			
Pushing/Pulling				X	
Sitting				X	
Standing					X
Walking				X	
Bending/Stooping			X		
Crouching		X			

Vision	Within normal range with or without corrective devices
Hearing	Within normal range with or without corrective devices.
Speech	Within normal range with or without corrective devices.