



Mason Health

Concierge Volunteer

Role:	Mason Health Concierge Volunteer	FLSA Status:	Exempt Volunteer
Department:	Patient Access		
Reports to:	Volunteer Coordinator & Patient Access Supervisor	Date:	Ongoing

Volunteer Position Summary

Mason Health Concierge Volunteers (MHCV's) assist patients, families, visitors, and staff in Mason Clinic and Mason General Hospital. MHCV's welcome people as they enter, provide personal assistance to help people find their way around, escort patients 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

- Greet people with a smile.
- Aid patients, visitors, and staff in Mason Clinic and Mason General Hospital.
- Assist with directions or escort people to specific departments/rooms/conference rooms/etc.
- Provide general information and/or answer questions
- Assist with special projects as requested.
- Keep the lobby and entrance area tidy.
- Respond to requests (personal, memo, telephone) in a timely manner.
- Assistance with District and community special events as requested.
- Maintain confidentiality and model it for others.
- Professional interaction with Mason Health staff, patients, visitors, and community members.
- Redistribute wheelchairs between Mason General Hospital and Mason Clinic.
- Assist patients using wheelchairs or other mobility devices.

Organizational Responsibilities

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

All patient and/or staff information is to be kept confidential. Volunteers must not give medical advice to clients and will be trained on the resources available to help patients and families get questions answered.

All volunteers and employees are required to participate in annual safety trainings.

All volunteers are required to provide the Volunteer Coordinator with the following documentation:

- Volunteers are required to be up to date with COVID-19 vaccination and provide the Volunteer Coordinator with a photocopy of their COVID vaccine card or have a documented exemption.
- Volunteers must document annual flu vaccination or provide a signed declination.
- Take an initial TB test and annually answer a short survey regarding TB symptoms.

Required Qualifications

Education: None

Experience: None.

Licenses, Certifications, Registrations: None.

Other: At least 15 years of age, parental permission if under 18 years of age.



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Knowledge, Skills, Abilities:

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

Physical Requirements

	Never 0% of the time	Seldom 1-10%	Occasional 10-30%	Frequent 30-70%	Constant 70%+ of the time
Lifting <10 lbs				X	
Lifting 10-35 lbs			X		
Lifting <35 lbs		X			
Carrying <10			X		
Carrying 10-35		X			
Carrying >35		X			
Pushing/Pulling				X	
Sitting				X	
Standing					X
Walking				X	
Bending/Stoopi			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.				

Machines, tools, equipment which may be representative by not all inclusive

Computer, telephone, copier, printer, Ascom phone, mobile phone, wheelchairs, or other mobility devices.