



VOLUNTEER SERVICE DESCRIPTION
GUEST SERVICES

Position Description & Competency

Objective:	To positively impact the patient/visitor experience by creating a welcoming and compassionate environment that is responsive to the needs of patients, staff and community members.
Hours/Shifts:	LOBBY: Monday – Friday : 7am-9am; 9am-1pm; 1pm-5pm EMERGENCY DEPARTMENT: Sunday – Saturday: 10am-2pm; 2pm-6pm; 6pm-10pm
Location:	Esplanade Campus – Main Lobby/Emergency Department Lobby 1531 Esplanade – Chico, CA
Responsible to:	LOBBY: Director of Volunteer Services EMERGENCY DEPARTMENT: Nurse Manager, ER
Qualifications:	<ul style="list-style-type: none"> • Fulfill volunteer intake and orientation requirements • Personable, friendly customer-service attitude • Endurance to sit or stand for long periods of time • Endurance to be moving for long periods of time • Ability to operate minor office equipment including computers and phones • Ability to handle upset patients/family members by providing compassionate communication • Ability to accept and follow directions
Training:	<ul style="list-style-type: none"> • Must attend hospital orientation presented by the Volunteer Services Department • Participate in position specific on-the-job training • Attend a minimum of one ongoing training/update meetings for this placement
Competencies:	<ul style="list-style-type: none"> • Oriented to department/unit • Responds to needs of patients/visitors • Compassionate Communication • Provides a caring and welcoming environment • Performs routine errands • Provides administrative and organizational support as needed • Exhibits volunteer professionalism
Summary:	The Guest Services Team at the main hospital site's primary function is to provide frontline customer service to engage hospital visitors and patients upon admissions, discharge, and visitation.

Volunteers May Not:

- Be involved in direct patient care – e.g., taking vital signs, assisting patient to restroom, holding babies, etc.
- Feed patients.
- Transfer patients.
- Perform duties outside the scope of the service description and/or orientation.
- Replace an employee; volunteers may complement/assist, but not supplant the duties of a paid worker.