



VOLUNTEER SERVICE DESCRIPTION

Patient Ambassador

Position Description & Competency

Objective:	To positively impact the patient & visitor experience by assisting department staff as appropriate with patient communication, minor room care, ancillary tasks, and administrative assistance.
Hours/Shifts:	Monday – Friday: 8:30am-11:30am; 11:30am-2:30pm; 2:30pm-5:30pm; 5:30pm-8:30pm Saturday and Sunday: 9:00am-1:00pm; 1:00pm-5:00pm; 5:00pm-9:00pm
Location:	Esplanade Site 1 st , 3 rd , 4 th Med/Surg Floors
Responsible to:	Charge Nurse while on duty
Qualifications:	<ul style="list-style-type: none"> • Fulfill volunteer intake and orientation requirements • Mature, friendly, and perceptive personality • Endurance to sit and/or stand for long periods of time • Ability to stay calm when dealing with upset patients and family members • Ability to work with little supervision and take initiative to get things done, yet able to follow instructions. • Able to use discretion and sound judgment when interacting with staff
Training:	<ul style="list-style-type: none"> • Must attend hospital orientation presented by the Volunteer Services Department. • Attend and participate in position specific training (4 parts) • Participate in area specific training, supervision, and evaluation on unit as requested or needed. • Attend Planetree Retreat
Competencies:	<ul style="list-style-type: none"> • Provides patient care ambassador role. • Assists with room care and upkeep. • Exhibits volunteer professionalism. • Assists department staff.
Summary:	The Patient Ambassador position at the main hospital's Med/Surg floors site encompasses three primary functions: 1) Provide human interaction with patients on designated floors as needed while enhancing the patient and visitor experience; 2) Assist nursing staff with administrative and ancillary tasks as time permits; 3) Identify patient room needs including supply, housekeeping, and nursing needs.

Volunteers May Not:

- Be involved in direct patient care – e.g., taking vital signs, assisting patient to restroom, holding babies, etc.
- Enter patient isolation rooms.
- 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