

Alliance Medical Center

Job Description

Job Title: Visitor Ambassador: Volunteer

Department: Administration
Reports To: Project Director
FLSA Status: Volunteer
Prepared By: Compliance Director
Review: 12/20/2015

Summary

AMC Volunteers at the Information Desk in the entry lobby are there to greet and assist all individuals, including directing or escorting visitors to their destination, aiding in the issuing of visitor's passes, providing general information and other tasks as needed.

Essential Duties and Responsibilities include the following.

- Responsible for greeting all visitors (patients, visitors, vendors, etc.) as they enter the Alliance Medical Center lobby.
- Greets clients in a friendly manner and responds to their questions about the organization, their appointment, and the individual who they are here to visit, etc.
- Ensures visitors sign the visitor log (name, who they are here to visit, time in, time out), and provides them with a name badge.
- Instructs visitor to return badge when leaving and sign out in the log.
- Directs patients to appropriate parties gives direction and provides minimal clerical support to Front Desk Staff.
- If the visitor is here to visit an individual on the second floor secured area, volunteer will call the person and inform them that visitor has arrived. Or escorts visitor to the correct department if appropriate.
- Monitors visitor access to all locked areas.
- If a security breach occurs, or the visitor become disruptive or threatening, the volunteer will contact Administration following AMC procedures.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service – Has good greeting and telephone skills, and displays a positive and friendly manner. Manages difficult or emotional visitor situations; responds promptly to customer needs; responds to requests for service and assistance.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Diversity - Shows respect and sensitivity for cultural differences.
- Compliance - complies with The AMC Code of Conduct, all applicable policies and procedures, state and federal laws and regulations.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work and on time as agreed upon with supervisor.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Volunteers are representing AMC mission and vision of excellent customer service at all times.
- Volunteers must follow patient’s confidentiality policies and procedures at all times. Volunteers may not discuss a patient’s condition or verbalize assumptions or opinions on patients or visitor inquiries.
- Volunteers must be professional and courteous.
- Volunteers must wear their name tag and badges at all times.
- Volunteers must follow the AMC dress code.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Prefer experience in a health care setting.

Language Skills

Ability to read and comprehend simple instruction. Bilingual preferred.

Computer Skills

To perform this job successfully, an individual should have knowledge of basic computer function, including email. Knowledge of Outlook/email is preferred.

Other Skills and Abilities

Familiar with standard concepts, practices and procedures of AMC. Works under general supervision.

Physical Demands

While performing the duties of this Job, the employee is regularly required to sit and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Volunteer Specific Training Requires:

- Non-Harassment
- Patient Confidentiality/HIPAA
- Emergency Situations: Disruptive Visitors, Emergency Codes, Fire and Safety
- Infection Control: Universal Precautions
- Abuse Reporting Child Abuse. Elder and Dependent Adult Abuse.
- Employee Handbook and AMC Code of Conduct

Health Screening Requirements:

- Annual Flu Vaccine
- Initial and annual TB Screening

Volunteer Name _____ Date: _____
(Print) (Signature)

Human Resources: _____ Date: _____