



Date: July 2017
Position: Breast Health Center
Reports to: Director, Volunteer Services
Approved by:

Summary of Position

The volunteer serving in the Breast Health Center will provide patient focused support duties. The Breast Health Center is a diagnostic Center rather than a screening center. Therefore, volunteers assigned to this department will provide one-on-one support and care to patients in addition to some clerical tasks.

Time Commitment

Volunteer shifts are Monday through Friday between the hours of 8a.m. and 12p.m.

Training and Supervision

Volunteers assigned to the Breast Health Center serve under the direction of the Breast Health site supervisor.

Uniform

Volunteers assigned to this role will wear the standard volunteer uniform (turquoise top and black or white pants). He/she will present a neat appearance. The volunteer's photo ID badge should be worn above the waist.

Duties

Volunteers assigned to the Breast Health Center will meet with the Breast Health Scheduler upon arrival to the Center to pick up the schedule of procedures. The volunteer will go over the schedule for the day, prioritizing where their resources are needed.

- Help staff in the mailing of written correspondence
- Greet patients at Waldemere Medical Plaza, Suite 110.
- Confirm patient's appointment time.
- Give patient a gown as needed
- Update family on delays
- Run errands for staff for supplies
- Introduce patient to staff
- Wait with patients between procedures if needed.
- Escort patients to Cape Surgery alongside of employee escort.
- Pick up mail from main hospital mail center
- Fill water carafe in waiting room
- Provide gowns and linens to areas where they are utilized
- Assist with putting materials together for special programs (i.e. Breast cancer awareness month)
- Make up patient charts
- Deliver and pick up forms from Print Shop
- Stack biopsy room at Cape Surgery Center
- Make up ice packs

Requirements

- Excellent interpersonal and verbal communication skills.
- Must be helpful and courteous to all people, at all times.
- Must have the ability to remain calm under all pressure.
- Must be reliable, and able to maintain his/her commitment.
- Must keep in complete confidence all hospital-related information learned while serving.
- Must be a team player and willing to interact with others.
- Must be supportive of established policies, procedures and guidelines.
- Must adhere to dress code with ID badge displayed above the waist at all times.
- Must refrain from eating, chewing gum, completing homework and using electronic devices.
- Must have flexibility in work patterns and ability to work harmoniously with staff.
- Must be able to demonstrate visual acuity in working with materials and tools of the position.
- Must be able to demonstrate accurate hearing proficiency on the telephone and interpersonal interactions.
- Good communications skills, ability to deal with people both directly and on the telephone.
- Good attention to detail.
- Ability to prioritize tasks.
- While not a prerequisite, it is preferred that volunteers placed at the Breast Health Center have had a successful treatment of breast disease.

Volunteer Benefits

- Exposure to a healthcare setting.
- Opportunity to attend workshops and seminars that will expand knowledge and skills.
- Creative and productive use of free time.
- Opportunity to meet and interact with professionals and others who share the same interests.
- Increased self-esteem as a result of helping others.
- Reference source for future endeavors.

Physical Demands

This position may require but is not limited to: Periods of sitting, standing and walking far distances.

Hazards

Exposure to potentially infectious diseases.

Confidentiality

Confidentiality is both a legal and a moral obligation in the healthcare industry. Any breach of patient confidentiality may result in immediate termination of the volunteer.

Volunteer Agreement

I understand my responsibilities as a volunteer in the Breast Health Center and will fulfill them to the best of my ability. Further, I understand that it is my responsibility to ask questions on matters which I do not fully understand.

Volunteer Name: _____

Volunteer Signature: _____ Date: ____/____/____