

## **CARROLL COUNTY MEMORIAL HOSPITAL AUXILIARY**

### **VOLUNTEER GREETER JOB DESCRIPTION**

**Position Title:** CCMH Volunteer Greeter

**This position reports to:** CCMH Director of Community Relations /Auxiliary Liaison

**Position Purpose:** Provides support to CCMH patients, visitors and staff, as well as contributes to the mission of the hospital and CCMH Auxiliary.

#### **Primary Accountabilities and Essential Duties of a CCMH Volunteer:**

- Greet, assist and direct visitors by leading them to their destination.
- Assist with various projects or tasks CCMH departments or Auxiliary Liaison may ask for during busy times.
- Wheelchair roundup (assist with returning wheel chairs to the various locations throughout the hospital)
- Check on patients and visitors in waiting areas (offer a drink, magazine, or assistance in communicating with staff)
- Assist with effort in recruiting more volunteers
- Follow the employee safety plan, infection control plan, and demonstrate understanding of disaster preparedness and security.
- Report to the Auxiliary Liaison when on duty at the hospital, or when completing volunteer projects at another location.
- Opportunity for contribution to projects involving creativity, fundraising and sewing or other related skills.
- Opportunity for volunteer expansion in other roles/areas of the hospital, as needed.

#### **Benefits:**

- Free lunch when working
- Access to CCMH Wellness Center after 16 volunteer hours
- 15 volunteer hours granted toward 50 hour requirement for recruitment of a new volunteer

#### **Minimum Requirements:**

- Be at least 18 years of age
- Donate at least 50 hours per year
- Attend at least 5 Auxiliary meetings per year
- Pay \$5.00 annual dues to Auxiliary

#### **Desired Skills/Experience:**

- High School diploma or equivalent (GED)
- Ability to use computer and copy machine
- Knowledge of Word, Publisher or Excel

**Physical Activity:**

- Ability to guide visitors down the hall to their desired destination, or safely push wheelchair-bound patients according to hospital guidelines
- Ability to sit for up to 8 hours
- Ability to round up wheelchairs and return to their location in the hospital

**Customer Service Expectations:**

- Exhibits customer-focused behaviors that are consistent with the mission, vision and value statements of CCMH.
- Demonstrates positive professional customer service being respectful of all patients, coworkers and providers, treating all with equality regardless of race, religion, disability, genetics, sex, sexual orientation, age, socioeconomic status, national origin or citizenship.
- Acknowledges patients' rights on confidentiality issues, maintains patient confidentiality at all times, and follows HIPAA guidelines and regulations