

**RANKEN JORDAN  
VOLUNTEER SERVICE DESCRIPTION**

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| <b>POSITION/JOB TITLE:</b> | Concierge Volunteer                             | <b>DATE:</b> 02/15/2019 |
| <b>DEPARTMENT:</b>         | Volunteer Services                              |                         |
| <b>REPORTS TO:</b>         | Volunteer Manager and/or Customer Service Staff |                         |

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**Volunteer Objectives:**

- To promote customer service, and to assist in the promotion of “family-centered care”
- To provide support and meet specific needs of our patients and their families
- To assist in the operations of the reception desk and provide support of house-wide need

**Duties & Responsibilities:**

1. Greet, provide information, and direct visitors.
2. Provide curbside assistance to families.
3. Organize, clean, and stock visitors lounge.
4. Provide Random Acts of Kindness
5. Provide Hospital support via Vocera.
6. Perform support tasks as needed and be a resource for volunteers
7. Maintain the strictest confidentiality of all protected health information of patients, as well as confidential business information exposed to in the administrative areas.
8. Protect patients and staff by adherence to infection control policies as well as encouraging visitors to perform proper Hand Hygiene.
9. All other duties assigned by the Volunteer/Customer Services Manager or Customer Service Associate.

**Time Commitment:**

- Minimum of one consistent weekly shift of two hours.

**Qualifications (in addition to overall Volunteer criteria):**

- Concierge Volunteers must be self-starters, feel comfortable asking questions, approaching patients and families independently, and operating with minimal or little supervision at times. Energetic, outgoing, service-oriented, and flexible, with the ability to react positively and quickly, displaying initiative, patience, maturity, and good judgment. A willingness to learn and do what is needed, an acute sense of awareness for surroundings and patients, and the ability to assume differing roles as needed to provide service to patients, families, and visitors. Possess the ability to relate to children and families in the hospital setting. Abide by all Volunteer, Patient Supervision and Interaction, Confidentiality, HIPPA, Health, Safety, Corporate Compliance, Occurrence Reports, and Emergency Code Procedures and Policies required.

Physical Demands include stooping, kneeling, crouching, reaching, grasping, pulling, pushing, standing, carrying, and lifting of light loads (up to 35 lb.)

**Benefits:**

- Making a difference in a child’s life
- Being a part of a team focused on improving the physical and emotional well-being of children with special needs
- Continuing education while gaining experience in a non-profit organization and, more specifically, a pediatric hospital
- Earning the ability to note your dedication and commitment to goodhearted deeds on your resume or job application
- Being recognized for their service to Ranken Jordan at the annual Volunteer Recognition dinner
- Improving self-esteem and overall health, which research has shown is a benefit of doing charitable work

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Volunteer Signature

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Date

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Volunteer Manager Signature

\_\_\_\_\_  
Date