



Job Title:	Visitor Support Volunteer	<u>VOLUNTEER SERVICE DESCRIPTION</u>
Department:	Brantford General, Brantford D Wing, Level Main	
Reports To:	Volunteer Engagement	
Approved by:	Human Resources and Volunteer Engagement	
Date:	Original: June 2020	
	Revised:	

VISITOR SUPPORT KIOSK VOLUNTEER

Position Summary:

- Assist with tracking visitors and providing wayfinding and visit instructions.

Specific Accountabilities/Key Deliverables:

- The volunteer will be generally responsible to Volunteer Engagement in accordance with volunteer guidelines.

Qualifications:

- Customer service skills
- Ability to communicate clearly
- Basic knowledge of hospital layout for wayfinding

Mandatory Certification/Registration (if applicable):

- Attend General Hospital Orientation arranged by Volunteer Engagement.
- Complete COVID-19 education reading

Responsibilities:

- Sign in at the Volunteer Lounge.
- Wear Volunteer I.D. badge and uniform.
- Pick up keys, parking passes and visitor lists from Switchboard (11:45 shift only)
- Assist with duties as assigned:
 - Ensure visitors are on the appointment schedule
 - Collect contact information about the visitor (name, phone number, patient name and location)
 - Provide an approved visitor sticker to the visitor
 - Give instructions on where to find the unit and how to exit the building following their visit
- Lock up the kiosk
- Return keys, visitor lists and unused parking passes to Switchboard (6:00 shift only)

- Sign out in the Volunteer Lounge

Additional Comments:

Volunteers who do not adhere to the policies and guidelines of the volunteer program are subject to a progressive discipline procedure including:

1. Discussion of concern.
2. Opportunities to correct.
3. Evaluation.
4. Dismissal if necessary.

Note: This procedure will include the volunteer and Volunteer Engagement.

WORKING CONDITIONS

1. Infection Control

- Responsibility of everyone.
- Volunteers are expected to adhere to infection control guidelines and polices.
- Volunteers are not required or responsible for cleaning up any form of patient bodily fluid.

2. Physical Effort/ Environment

- This position is primarily active involving sitting, standing and walking.
- Noise levels can be high and distracting.

3. Patient Safety

- Safety (patient, worker & workplace) is a BCHS Corporate Priority. Volunteers will demonstrate good stewardship in the identification, reporting and mitigation of unsafe acts or conditions.
- Volunteers are expected to use and maintain safety devices and personal protective equipment correctly including hand washing and masks.
- Volunteers have been oriented to the Emergency plans and are familiar with emergency response plans.