



## Volunteer Job Assignments

This document is a general overview of the various positions available.  
Each volunteer is directed and trained by the department in which they volunteer.

Area	Description
Administration	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Greet visitors</li> <li>• Direct them to the requested office</li> <li>• Assist with projects as requested</li> <li>• Answer phones</li> <li>• Sort Mail</li> <li>• Lobby Check</li> <li>• Check printers for paper</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Ambassador – Emergency	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Demonstrate excellent customer service skills at all times</li> <li>• Offer a warm welcome and greeting to all patients and visitors coming into the lobby, and use the phrase: “Welcome to AdventHealth Zephyrhills/Dade City”</li> <li>• Walk patients and visitors to their destination</li> <li>• Assist patients and visitors in wheelchairs</li> <li>• Maintain neatness and cleanliness of lobby-arrange newspapers, magazines etc.</li> <li>• Notify Front Desk or Housekeeping if anything needs particular attention</li> <li>• Help patients before approaching registration desk</li> <li>• Ensure doorway is safe (position cone indicator when floor is wet)</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Ambassador – Front Lobby	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Demonstrate excellent customer service skills at all times</li> <li>• Offer a warm welcome and greeting to all patients and visitors coming into the lobby, and use the phrase: “Welcome to AdventHealth Zephyrhills/Dade City”</li> <li>• Walk patients and visitors to their destination</li> <li>• Assist patients and visitors in wheelchairs</li> <li>• Maintain neatness and cleanliness of lobby-arrange newspapers, magazines etc.</li> <li>• Notify Front Desk or Housekeeping if anything needs particular attention</li> <li>• Help patients before approaching registration desk</li> <li>• Ensure doorway is safe (position cone indicator when floor is wet)</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Ambassador - Outpatient	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Demonstrate excellent customer service skills at all times</li> <li>• Offer a warm welcome and greeting to all patients and visitors coming into the lobby, and use the phrase: "Welcome to AdventHealth Zephyrhills/Dade City"</li> <li>• Assist patients and visitors in wheelchairs-<b>need competency</b></li> <li>• "Roam" the lobby continually throughout the shift-greeting and talking to patients, and bring any issues to the attention of Registration or Front Desk employees</li> <li>• Maintain neatness and cleanliness of lobby-arrange newspapers, magazines etc. -<b>need competency</b></li> <li>• Notify Front Desk or Housekeeping if anything needs particular attention</li> <li>• Maintain Hostess Center</li> <li>• Operate the lift</li> <li>• Help patients call x-ray for film requests</li> <li>• Help patient info requests</li> <li>• Gather wheelchairs</li> <li>• Help with directions</li> <li>• Help patients before approaching registration desk</li> <li>• Ensure doorway is safe (position cone indicator when floor is wet)</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Baby Place	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Monitor Security Doors (don't open door until you know who it is)</li> <li>• Answer phone - (take message or put caller on hold and get the person needed)</li> <li>• Answer call lights - (if something is needed you can't do, get a nurse or CNA)</li> <li>• Run errands</li> <li>• Restock supplies in the supply room</li> <li>• Assemble and stock admission folder files</li> <li>• Sanitize newborn cribs under the supervision of Unit Secretary</li> <li>• Pass water to patients</li> <li>• Take specimens to the lab in biohazard bag &amp; placed in approved container for transport-<b>**competency required</b></li> <li>• Clean break room</li> <li>• Stock formula</li> <li>• Fill blanket warmer</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Bio-Med Brock Miller	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Assist in managing work orders, while supervised</li> <li>• Observe Bio-Med processes for career experience</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Breast Boutique	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Maintain a friendly, cohesive working environment.</li> <li>• Assist in displaying merchandise on shelves</li> <li>• Assist customers</li> <li>• Ring up sales</li> <li>• Process payroll deductions and credit card sales</li> <li>• Restock inventory/takes inventory of candy, etc.</li> <li>• Cash in/out</li> <li>• Keep Boutique sales log up to date each day</li> <li>• Keep Boutique dusted and maintained</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed</li> </ul>
Breast Center Desk	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Demonstrate excellent customer service skills at all times</li> <li>• Offer a warm welcome and greeting to all patients and visitors coming into the lobby.</li> <li>• Assist patients and visitors in wheelchairs</li> <li>• Maintain neatness and cleanliness of lobby-arrange newspapers, magazines etc.</li> <li>• Notify Front Desk or Housekeeping if anything needs particular attention</li> <li>• Help patient info requests</li> <li>• Help with directions</li> <li>• Run errands i.e. cd to Radiology, pick up kitchen supplies</li> <li>• Ensure doorway is safe (position cone indicator when floor is wet)</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Cafeteria	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Assist the kitchen cook with prep work</li> <li>• Maintain the cleanliness of the bars (hot bar, salad bar, sandwich, and soup bar)</li> <li>• Advise cook when hot bar pans are low</li> <li>• Gather supplies in store room</li> <li>• Assist cashier when needed (run errands)</li> <li>• Wrapping silverware for patient trays</li> <li>• Keeping tables uncluttered and clean</li> <li>• Stocking chip racks</li> <li>• Keeping fresh fruit stocked for sale</li> <li>• Replenishing napkin holders and straw containers</li> <li>• Preparing half-n-half, skim &amp; whole milk containers ready</li> <li>• Keeping condiment bar clean and tidy</li> <li>• Stocking plastic ware and silverware for customers</li> <li>• Informing chefs and cooks when food needs to be replenished</li> <li>• Helping to prepare signs for next meal</li> <li>• Folding cleaning rags for future use</li> <li>• Maintain cleanliness</li> <li>• Run miscellaneous errands</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description. Improve patient experience</li> </ul>



Area	Description
Cafeteria Concierge	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Greet guests and assist when needed i.e. directions, carry trays</li> <li>• Maintain cleanliness of tables, chairs, and seating area</li> <li>• Offer words of encouragement and/or prayer for those in need</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Cafeteria Stockroom	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Assist with keeping the Janitors closet clean and up to code.</li> <li>• Assist with keeping stock room neat and organized.</li> <li>• Run miscellaneous errands.</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Cafeteria Stock Patient Floors	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Stock patient floors with food/drink/snacks as needed</li> <li>• Get the stock from cafeteria and put on cart</li> <li>• Push cart to the patient floors</li> <li>• Use Kaizen guide to determine what and how many of each to stock</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Cardio-Pulmonary Rehab	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Greet and direct the patients when they come in</li> <li>• Help patients put on monitors</li> <li>• Answer the telephones and take messages</li> <li>• Sanitize the telemetry monitors after they are used under supervision of staff. <b>-*requires competency-ensure wearing gloves and kill time of 2 minutes</b></li> <li>• Keep bulletin boards updated</li> <li>• Tidy counters in the reception area</li> <li>• Tidy break room</li> <li>• Help with computer projects</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Case Management	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Work from revised patient list-name and room number or phone number only</li> <li>• Provide Important Message from Medicare to patient, read to patient and have them sign</li> <li>• Provide patient visits prioritizing discharges</li> <li>• Run errands (if needed)</li> <li>• Some typing</li> <li>• Very little answering of phones</li> <li>• Make phone calls to patients after discharge</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



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Cath Lab	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Run errands – lots of walking to and from Surgical Services, Lobby, Cath Lab to the Recovery Unit</li> <li>• Keep families informed of patients' whereabouts</li> <li>• When approved by the nurse, direct families to see patients prior to procedures</li> <li>• Infrequent copying</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Chaplain	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Visit patients and/or families per chaplain</li> <li>• Pray with patients and/or families</li> <li>• Listen to patients and/or families</li> <li>• Talk with patients and/or families</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Child Care Center	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Feed toddlers</li> <li>• Read to children</li> <li>• Chaperon field trips</li> <li>• Assist with art projects</li> <li>• Interact one-on-one with children</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>



Area	Description
Clinical Decision Unit (Observation) *Bedding* Daniel Dick, Mgr	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• CDU Clean Linen Bagging</li> <li>• In ONE (1) garbage bag, place (1) each of the following items neatly and folded:               <ol style="list-style-type: none"> <li>a. Blanket</li> <li>b. Slide pad</li> <li>c. Top sheet</li> <li>d. Fitted sheet</li> <li>e. (2) pillow cases</li> </ol> </li> <li>• While compressing the air from the bag, quickly twist the bag and tie a simple knot.</li> <li>• Take provided tape and wrap the knot FOUR (4) times to help identify if knot is tampered with</li> <li>• Create FOUR (4) bags of linen for each room in CDU.</li> <li>• Each room will have a PAR level of FOUR (4) individual bags of tamper proof, clean linens.</li> <li>• Each bag, when finished, will be placed into the identified “CDU” linen bin in back hall way of ED by elevator.</li> <li>• CDU staff/volunteer will stock the appropriate PAR level into each room daily from this bin.</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Clinical Decision Unit (Observation) Daniel Dick, Mgr	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Check-in with Charge Nurse upon arrival</li> <li>• Stock Gloves and items listed inside the patient room cabinets</li> <li>• Help answer call lights. See what they need and if it is something you can do for them. If requires staff, report it to the nurse.</li> <li>• Provide water after permission from a nurse.</li> <li>• Visit patients in CDU and CDU patients who are on hold in the Emergency Department as requested by CDU charge nurse.</li> <li>• Make bedding packages – see job assignment “CDU Bedding” above</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Common Areas	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Tidy up magazines, brochures, etc.</li> <li>• Wipe off tables, furniture, and brochure holders when needed using glass cleaner</li> <li>• Fill water when needed</li> <li>• Report large spills or bodily fluids clean up needed to House Keeping/Environmental Services</li> <li>• Report torn cushions, broken furniture, stained ceiling tiles to Engineering</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Community Garden	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Upkeep in garden common areas</li> <li>• Weeding, picking up trash</li> <li>• Help KPO when needed</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Cookies	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Bake cookies</li> <li>• Package cookies in bags and put in basket</li> <li>• Deliver cookies to guests in waiting areas</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Cardiac Recovery Unit	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Run errands</li> <li>• Clean Equipment-<i>*requires competency-ensure wearing gloves and kill time of 2 minutes</i></li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Diabetes Education	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Run errands</li> <li>• Make copies</li> <li>• Collate and staple forms</li> <li>• Help make calls to patients and doctor's office to remind them of appointments and classes and what to bring to class</li> <li>• Work on miscellaneous projects, as needed</li> <li>• Put packets together</li> <li>• Mailings-info packet to patient, attendance record</li> <li>• Put give-away bags together for Diabetes Education</li> <li>• Some statistic data entry such as class attendance in Excel spreadsheet</li> <li>• Help set up for support group meetings</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Type documents in Word, PowerPoint, and Excel</li> <li>• Copying, filing and laminating documents</li> <li>• Post education flyers</li> <li>• Collate education packets</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Emergency Room Back	<ul style="list-style-type: none"> <li>• Improve patient experience by visiting with patients frequently</li> <li>• Stock linen cabinets</li> <li>• Clean patient rooms/make up beds-<b>*requires competency-ensure wearing gloves and kill time of 2 minutes</b></li> <li>• Provide appropriate foods and fluids to patients/clients</li> <li>• Tidy up lounge</li> <li>• Tidy up refrigerator</li> <li>• Assemble IV kits into bags</li> <li>• Assist with transports</li> <li>• Run errands</li> <li>• Visit patients to confirm placement of name bands,</li> <li>• Help with communication between the nurses and lobby patients</li> <li>• Check &amp; stock supplies for: linens, urinals, bedpans, etc.</li> <li>• Run errands to: Pharmacy for non-controlled items</li> <li>• Deliver patient items to unit which were left behind i.e. pt. labels, clothes, personal items</li> <li>• Take specimens to the lab in biohazard bag &amp; placed in approved container for transport<b>** competency required</b></li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Emergency Room Front	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Check coffee machines, call Cafeteria if supplies are low</li> <li>• Walk visitors to patient room</li> <li>• Watch E.D. front entrance for anyone needing help</li> <li>• Deliver appropriate foods and fluids to patients/clients as directed by staff</li> <li>• Assist with transports (must be 18 years old to transport in wheelchair or must be accompanied by an E.D. staff member)</li> <li>• Visit with waiting patients and family members frequently</li> <li>• Sanitize coffee tables, counters, children's area, chairs, wheelchairs, etc. - <b>*requires competency-ensure wearing gloves and kill time of 2 minutes</b></li> <li>• Straighten up magazines, throw them away if soiled or tore</li> <li>• Keep an eye on bathroom cleanliness, if need attention call Housekeeping</li> <li>• Stocking Supplies: urine specimen bags, wrist bands, blankets, towels, emesis bags</li> <li>• Organize wheelchairs, if three or less, go find E.D. wheelchairs in other areas of the hospital</li> <li>• Run errands</li> <li>• Help with communication between the nursing staff and lobby patients</li> <li>• If children's games are not working, notify Duane Mitchell: ext. 6600</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Emergency Room Discharge Calls	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Call discharged patients and follow script using list provided with patient name and phone number only</li> <li>• Make a commitment for a call back from a clinical staff member for any medical questions</li> <li>• Create sense of concern and caring</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



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Employee Health	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Have a good work ethic</li> <li>• Compile data required for reports</li> <li>• Able to bend, reach, stretch and lift to access files</li> <li>• Sort and file including confidential records</li> <li>• alphabetizing papers to be filed</li> <li>• Making shipping packages for drug screens</li> <li>• Count and Record Flu Shot Declinations and Reasons for Declinations</li> <li>• Run errands</li> <li>• Help with HR projects when needed</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Engineering	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Changing light bulbs</li> <li>• Run errands</li> <li>• Move equipment</li> <li>• Help move offices when needed</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Engineering Desk	<ul style="list-style-type: none"> <li>• Improve patient experience               <ul style="list-style-type: none"> <li>• Answer phones</li> <li>• Take messages</li> <li>• Sign out contractor badges</li> <li>• Any other duties assigned</li> </ul> </li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Escort	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Shift times: 8:30A-12:30P and 12:30- 4:30P (there may be exception-coordinator must be aware)</li> <li>• Must be CPR certified</li> <li>• Eight hours of on-the-job training</li> <li>• Follow all pertinent policies (escort and O2) and work standards</li> <li>• Takes patients for test by wheel chair as directed by AHZ staff</li> <li>• Identify patients by name and date of birth</li> <li>• Deliver flowers to patient's room</li> <li>• Deliver charts and other items to the patient rooms</li> <li>• Ensure you have the correct patient prior to transport</li> <li>• If patients are on oxygen, contact the nurse or respiratory therapist to ensure the patient is on the appropriate setting prior to transport</li> <li>• Help Patient Experience/VOL department with projects</li> <li>• Acquire a replacement if absent</li> <li>• Contact the Volunteer Office if absent</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Foundation	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Receptionist for the occasional incoming visitors</li> <li>• Complete patient mailing as instructed by Foundation Staff</li> <li>• Assist in special event mailings/duties</li> <li>• Update mailing information in Blackbaud System as received from return mail outs and newspapers</li> <li>• Shredding confidential information</li> <li>• Other duties as requested</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Front Desk	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Sit at the front desk</li> <li>• Answer phones</li> <li>• Must have a good knowledge of AHZ's layout</li> <li>• Direct people to patient rooms</li> <li>• Use of computer to look up patient rooms</li> <li>• Direct escorts</li> <li>• Send flowers and cards to patient's room by way of escorts</li> <li>• Be friendly (employee, doctors, volunteers and patients and their visitors are our #1 business)</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Garden/Flowers	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Pull Weeds</li> <li>• Water Plants</li> <li>• General Cleaning/Upkeep</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Gift Shop	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Maintain a friendly, cohesive working environment with cashiers, decorators, Volunteer Coordinator, Auxiliary officers and all Auxiliary members</li> <li>• Work as a cashier for 4 ½ to 5 hours (9am to 1:00pm or 1:00pm to 5:00pm)</li> <li>• Assist in displaying merchandise on shelves</li> <li>• Assist customers</li> <li>• Ring up sales</li> <li>• Process payroll deductions and credit card sales</li> <li>• Restock inventory/takes inventory of candy, etc.</li> <li>• Receive flowers from the vendor and place them in designated containers filled with water. Keep the water at designated levels, dispose of wilted flowers.</li> <li>• Cash in/out</li> <li>• Keep Gift Shop sales log up to date each day</li> <li>• Keep Gift Shop dusted and maintained</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Hats & Booties	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Knit or Crochet Hats and/or Booties</li> <li>• Once completed give to Volunteer Manager to dry clean before giving to patient</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• File, make copies, distribute flyers, make up welcome/orientation packets</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
ICU	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Attend to the family members with timeframe updates to see patient</li> <li>• Take specimens to the lab in biohazard bag &amp; placed in approved container for transport***competency required</li> <li>• Make Copies</li> <li>• Label charts with blank labels</li> <li>• Tidy up the visitor lounge,</li> <li>• Offer coffee to visitors in the rooms (provided by the unit)</li> <li>• Assist in answering phones in the ICU.</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Information Systems	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Supporting End User Computing issues under supervision of IT director and End User Computing Specialist</li> <li>• Provide accurate and timely support</li> <li>• Help trouble shoot hardware, software and other problems for the clients under supervision of IT director and End User Computing Specialist</li> <li>• Inventory</li> <li>• Clean computers</li> <li>• Cable management</li> <li>• Installing monitors, battery backups, mouse, keyboards, and computer workstations</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Kaizen Office	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Assist with 5S projects as assigned</li> <li>• Assist KPO staff as assigned</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Laboratory	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Assist Lab personnel with filing or other work as directed</li> <li>• Scanning into copier which goes automatically to the P-drive</li> <li>• Help with the organization of laboratory supplies in stock room</li> <li>• Answer Phone</li> <li>• Distribute samples from the pneumatic tube system, spinning samples***competency required</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Lost & Found	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Pick up lost &amp; found items from nurses' stations</li> <li>• Record items on spreadsheet</li> <li>• Call patient or patient's family as appropriate</li> <li>• Organize items for easy access</li> <li>• Discard items or donate at appropriate timeframe</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Mail Courier	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Deliver mail to each department in hospital</li> <li>• Check all share boxes, replenish share cards, give filled-out cards to patient representative</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Marketing	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Greet the guest coming to Marketing events or programs</li> <li>• Scan newspaper clippings</li> <li>• Make copies</li> <li>• Help with events</li> <li>• Other simple clerical duties as assigned by the department</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Materials Management	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Put labels on folders</li> <li>• Help reduce bulk stock into individual pkg.</li> <li>• Scan documents via copy machine which goes automatically into the p-drive</li> <li>• Help as needed</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
MSII	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Assist MSII Mgr as needed i.e. filing, bulletin boards, etc.</li> <li>• Assisting with patients comfort as needed</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Medical Group – Urology/Pulmonology  <b>Jerrie McClamma</b> 813-779-1209	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Greet patients</li> <li>• Walk patients to sub waiting areas</li> <li>• Straighten up waiting areas</li> <li>• Offer beverages and snacks</li> <li>• Keep patients up to date on wait times</li> <li>• Be pleasant and engage patients while they wait</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Medical Records	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Copying</li> <li>• Batching of miscellaneous papers</li> <li>• Alpha sort outpatient scripts</li> <li>• Powerchart validating</li> <li>• File Fetal Monitors by date</li> <li>• Other simple clerical duties as assigned by the department</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Orthopedics	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Answer phone</li> <li>• Help guests with directions, etc.</li> <li>• Answer call light phone</li> <li>• Help with filing at the desk</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Patient Access	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Compile Financial Counselor Packets</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Patient Services	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Deliver fresh water and ice to patient room</li> <li>• Deliver Patient Handbook and/or newspapers to patient room</li> <li>• Visit a with patients</li> <li>• Read to patients</li> <li>• Get patient magazines or sundries from gift shop</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Patient Trays	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Always wash your hands going in and coming out of each patient's room</li> <li>• Greet Patient, introduce yourself, tell them what you are there to help them with</li> <li>• Clean off/organize their bedside table to prepare for their food tray delivery</li> <li>• Help them wash their hands – warm wash cloth</li> <li>• Make conversation – ask about their family, pets, favorite vacations, etc.</li> <li>• Ask if anything else you can do to help them</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
PCU	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Attend to the family members with timeframe updates to see patient</li> <li>• Take specimens to the lab in biohazard bag &amp; placed in approved container for transport***competency required</li> <li>• Make copies</li> <li>• Label charts with blank labels</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Pet Therapy	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Follow the Animal Assisted Activities' Policy and Procedure precisely</li> <li>• Talk with patients</li> <li>• Use linen as a barrier between animal and bed</li> <li>• Work closely with the charge nurse/manager to assure who can be visited</li> <li>• Pick up the needed paperwork before visiting the floors</li> <li>• See the Volunteer Coordinator with all concerns</li> <li>• The animal must be in good health and bath the day before or less before entering the hospital.</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Pharmacy	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Handle all medications according to storage policy.</li> <li>• Apply accessory labels to bags</li> <li>• Alpha sort records</li> <li>• Check expiration dates</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Physical Therapy	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Disinfect therapy equipment-<b>*requires competency-ensure wearing gloves and kill time of 2 minutes</b></li> <li>• Prepare and return after use any hot or cold therapy packs.</li> <li>• Stock treatment areas with linens.</li> <li>• Stock linen closet with clean folded linens.</li> <li>• Restock supplies.</li> <li>• Wipe all phones, counters, keyboards, and tables with disinfectant<b>*requires competency-ensure wearing gloves and kill time of 2 minutes</b></li> <li>• Run errands in hospital.</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Physical Therapy Office	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Assist with clerical work.</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Popcorn	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Make popcorn</li> <li>• Keep popcorn machine clean and tidy</li> <li>• Wear gloves</li> <li>• Wash hands when necessary according hand washing protocol for AdventHealth Zephyrhills</li> <li>• Maintain supplies (popcorn, bags, gloves, and paper towels, etc.)</li> <li>• Smile at all customers</li> <li>• Manage monies and sees that the money is deposited with Registration</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Pre-Admittance Testing (PAT)	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Assembles packets used by Pre Op</li> <li>• Work independently</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Quality Dept.	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Sort, File, Scan Documents that do not include PPI</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Radiology	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Answer phone</li> <li>• Run errands</li> <li>• Re-stock rooms i.e. sheets, blankets, gloves</li> <li>• Escort patient to and from his/her room</li> <li>• Retrieve patient from waiting room</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Radiology Escort	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Shift times: 8:00A-12:00</li> <li>• Must be CPR certified</li> <li>• Eight hours of on-the-job training</li> <li>• Follow all pertinent policies (escort and O2) and work standards</li> <li>• Takes patients for test by wheel chair as directed by AHZ staff</li> <li>• Identify patients by name and date of birth</li> <li>• Ensure you have the correct patient prior to transport</li> <li>• If patients are on oxygen, contact the nurse or respiratory therapist to ensure the patient is on the appropriate setting prior to transport</li> <li>• Contact Radiology Dpt. if absent</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Respiratory Therapy	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Keep printer and fax machines supplied with paper</li> <li>• Check supply levels and report needed items to Director, EKG Tech.</li> <li>• Stock supplies, placing in correct bins</li> <li>• Stock RT supplies RT room PCU - ER</li> <li>• Boxes are to be broken down and taken to the cardboard dumpster</li> <li>• Rotate stock by moving old to front</li> <li>• Put together blood gas kits – Put nebulizers in bags</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Safety Sitter	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Provide patient distractions such as read to them, talk to them, sing to them, help them do a puzzle, color, etc.</li> <li>• Do not leave the room without having staff coverage for the patient</li> <li>• Provide verbal updates to the clinical staff as needed</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Shuttle	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Transport people to and from their car</li> <li>• Keep Volunteer Service Coordinator informed of shuttle condition</li> <li>• Systematic but regular driving coverage of all areas surrounding the hospital particularly parking lots</li> <li>• When parked, position the shuttle in places that you have good visibility of where visitors are parking</li> <li>• No reading or craft project while on the shuttle. Please be alert for anyone who needs a ride</li> <li>• Please keep the shuttle moving—using less than 10 minutes per hour in the hospital for personal needs</li> <li>• Help keep the parking lots clean by picking up trash using the “trash grabber” and placing it in the metal trash can on the shuttle. Throw away the plastic bag &amp; wipe the outside of the trash can at end of the shift. Volunteer office will provide more trash bags as needed.</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Sterile Processing  <i>Under Staff Supervision: Must have Surgical Experience</i>	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Take packages to other departments</li> <li>• Put away supplies</li> <li>• Help staff gather supplies and instruments</li> <li>• Help everyone at different functions</li> <li>• Transport supplies to Surgery</li> <li>• Must wear Scrubs.</li> <li>• Volunteer must have certification for the following task: putting the trays together</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Stroke Program	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Make phone follow-up phone calls to patients/caregivers following a script.</li> <li>• Compiling patient stroke folders</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Surgery Desk	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Prepare coffee and maintain the coffee supplies in the area</li> <li>• Help keep areas clean and neat in waiting area including the elevator</li> <li>• Keeps magazines stocked with appropriate seasonal magazines and puzzle sheets</li> <li>• Wipes all chairs in the waiting area-<b>*requires competency-ensure wearing gloves and kill time of 2 minutes</b></li> <li>• Greet with a smile and assist patients and families as needed giving direction and information</li> <li>• Run errands</li> <li>• Must be friendly</li> <li>• Puts generic chart packets together as requested by clerk</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Surgery – Pre & Post Op	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• All volunteers will be trained by Pre-op and Post-op personnel</li> <li>• Be friendly to all patients and help keep them comfortable at all times.</li> <li>• Smiles and casual conversation help comfort them while waiting</li> <li>• Bring drinks and occasionally crackers to patients AFTER permission from nurse</li> <li>• Help nurses whenever possible (requires lots of walking),</li> <li>• Assist the nurse while the patient is getting dressed “for discharge” with permission of the duty nurse</li> <li>• Clean stretcher and remake bed -*requires competency-ensure wearing gloves and kill time of 2 minutes</li> <li>• Move stretchers into vacant patient stations</li> <li>• Keep blanket warmer filled</li> <li>• Stock bedside stands with hats, temperature strips, gowns, booties, emesis basins</li> <li>• Wipe down cables-*requires competency-ensure wearing gloves and kill time of 2 minutes</li> <li>• Fold patient gowns</li> <li>• Go to waiting room and bring back patients for their families</li> <li>• Compile packets if requested</li> <li>• Go to Pharmacy to pick up non-controlled med’s for patients</li> <li>• Keep kitchen clean and restock with sugar, cups, etc.</li> <li>• Keep coffee made as needed</li> <li>• Fill linen cupboards from laundry cart</li> <li>• Fill trays with Band-Aids, 2 X 2’s, etc.</li> <li>• Other duties as requested</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Surgery-Waiting Room-AHDC	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Help keep areas clean and neat in waiting area</li> <li>• Wipes all chairs in the waiting area - *requires competency-ensure wearing gloves and kill time of 2 minutes</li> <li>• Greet with a smile and assist patients and families as needed with directions and information</li> <li>• Help family members as needed: where restrooms are located, questions about loved ones, café location, etc....</li> <li>• Make sure hydration station stays supplied</li> <li>• Walking family members to consultation room as needed</li> <li>• Run errands</li> <li>• Provide newspapers – get it from the volunteers at the front desk</li> <li>• Puts generic chart packets together when requested</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>



Area	Description
Volunteer Office	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Greet people coming into the office</li> <li>• Copy, type, file</li> <li>• Maintain volunteer filing system</li> <li>• Answer phone, take telephone messages</li> <li>• Schedule appointments</li> <li>• Send and receive faxes</li> <li>• Create flyers</li> <li>• Hang flyers</li> <li>• Run errands</li> <li>• Enter data in VOLTRAK</li> <li>• Assist with various projects</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Wellness Center	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Work under the direction of the fitness head</li> <li>• Tidy up exercise equipment</li> <li>• Run errands in house</li> <li>• Answer phones</li> <li>• Filing</li> <li>• Put packets together for seminars</li> <li>• Copying</li> <li>• Other small jobs assigned by the department head</li> <li>• Other various office responsibilities</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li> </ul>
Wellness Education Creation Health	<p>The purpose for the CREATION Health volunteer is to assist the CREATION Health Life Coach with daily duties. These tasks will include:</p> <ul style="list-style-type: none"> <li>• Be a CREATION Health ambassador in the hospital campus.</li> <li>• Assist the Life Coach in planning and implementing the kickoff and graduation for the coaching program.</li> <li>• Assist the Life Coach in logistics for the lunch n learns.</li> <li>• Assist the Life Coach in creating new challenges and incentives for the participants.</li> <li>• Putting CREATION Health kickoff folders together.</li> <li>• Simple data entry.</li> <li>• General administrative functions</li> </ul>
Wellness Center Front Desk	<ul style="list-style-type: none"> <li>• Improve patient experience</li> <li>• Be a CREATION Health ambassador in the hospital campus.</li> <li>• Greet Guests</li> <li>• Assist guests when able i.e. get them brochures, take messages</li> <li>• Make smoothies</li> <li>• General administrative functions</li> <li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description</li> </ul>



Area	Description
Wound Care	<ul style="list-style-type: none"><li>• Improve patient experience</li><li>• Filing</li><li>• Make copies as needed</li><li>• Put packets together – new/doctor/nurse – no PPI</li><li>• Put sticker packets together for patient visits-only pt. name, DOB, FIN#</li><li>• Volunteers perform only those responsibilities listed for their area and if they are not sure, must contact the Volunteer Coordinator. If the task can be completed by the Volunteer, then the Volunteer Coordinator will add it to the job description.</li></ul>