

# Innovis Health

## VOLUNTEER JOB DESCRIPTIONS

Volunteers must be at least 18 years old and must abide by all rules and guidelines that have been established by Innovis Health. Volunteer shifts are a 4-hour shift unless indicated or otherwise arranged with current volunteer staff.

### **Gift Shop**

- Operate cash register, administer correct change and follow accounting procedures
- Provide customer service and assist in gift selection
- Open and close the giftshop
- Complete daily deposit forms
- Other duties as determined by the Gift Shop Manager

### **Hospitality Desk Greeter - South University**

- Greet patients and visitors
  - Make phone calls to assist in patient transportation requests
  - Provide clinic information to patients, families and employees
  - Assist in directing patients and visitors to the requested department/floor
  - Deliver flowers
  - Gather and arrange wheelchairs to be accessible to patients entering the building
  - Assist disabled patients (ie walkers, wheelchairs) to registration and departments
  - Direct and escort patients as required by registration
  - Other duties as determined by Hospitality Desk Staff
- \*This job will require you to be mobile - a desk will be provided, but a majority of the duties will require the volunteer to be on his/her feet to assist and direct.

### **Hospitality Desk - 32nd Ave Campus**

- Greet patients and visitors
  - Provide hospital and clinic information to patients, families and employees
  - Assist in directing patients and visitors to the requested patient room/floor
  - Deliver flowers, newspapers, mail and charts
  - Gather and arrange wheelchairs to be accessible to patients entering the building
  - Direct and escort patients as required by registration
  - Other duties as determined by Hospitality Desk Staff
- \*This job will require you to be mobile - a desk will be provided, but a majority of the duties will require the volunteer to be on his/her feet to assist and direct.

### **Operating Room Surgical Host**

- Greet patients, families and visitors
- Provide patient status update to visitors and family
- Offer pagers to those waiting if they need to step away from waiting area
- Keep waiting areas neatly arranged, make coffee and offer toys to children
- Other duties as determined by Surgical Reception Staff

(continued)

# Innovis Health

## VOLUNTEER JOB DESCRIPTIONS

*(continued)*

### **Emergency Department**

- Greet patients, families and visitors
- Register incoming patients for triage to emergency room or urgent care
- Provide customer service
- Keep waiting areas neatly arranged, make coffee, offer toys to children
- Other duties as determined by ED staff

### **Reading Cart**

- Push a rolling cart of books and magazines to patient rooms and family waiting areas
- Greet and offer books and magazines to patients, families and visitors
- Gather returned books and magazines left in patient rooms and waiting areas
- Discard tattered or outdated magazines
- During rounds, gather lost and found items and reports from nurses stations and bring to hospitality desk to be categorized
- Other duties as determined

### **Birthing Center Floor Host**

- Greet visitors
- Access security doors for visitors and patients
- Deliver flowers and special deliveries
- Give out customer service information
- Keep waiting areas neatly arranged, make coffee and offer toys to children
- Other duties as determined by Floor Staff

### **Office Support**

- Assemble packets
- File various items
- Photocopy various materials
- Other duties as determined

### **Special Projects** (available as needed)

- Crochet or knit at home items for the emergency department or birthing center
- General visitor - socialize with patients up on floors
- Entertainment - piano player

For more information or for questions, please contact the Innovis Health Hospitality Desk at 701-364-4735 or send an email to: [volunteer@innovishealth.com](mailto:volunteer@innovishealth.com).