

## **Inova Fairfax Medical Campus**

### **Volunteer Services Department**

#### **VOLUNTEER POSITION DESCRIPTION**

#### **Patient Support Services Day Chair**

The Day Chair's role is to manage a shift of volunteers assigned to Patient Support Services (PSS). As Day Chair, you serve as the shift lead with the primary responsibility of liaising with hospital staff and dispatching volunteers to complete tasks according to their priority level.

#### **POSITION STANDARDS**

##### **Competency**

- 1.0 1.0 Performs the clerical functions required of supervisors and keeps accurate records needed by the Volunteer Services Department (VSD)
  - 1.01 Manages the requests from staff and patients for volunteer assistance
    - 1.01.1 Practices appropriate phone etiquette
    - 1.01.2 Monitors printer status to be certain it is operational during shift, reports perceived issues to VSD staff
    - 1.01.3 Ensures that all incoming requests to a shift are received and correctly logged
    - 1.01.4 Assesses requests to be sure they are appropriate for volunteers by checking for restrictions
    - 1.01.5 Dispatches qualified volunteers to complete the tasks in order of priority
    - 1.01.6 Pairs less experienced volunteers with experienced volunteers for tasks as appropriate
    - 1.01.7 Reports to the VSD staff any unusual incidents or decisions that could further affect the VSD or the hospital
  - 1.02 Stays apprised of procedural changes or other new information and supports VSD staff in implementation
    - 1.02.1 Familiar with Patient Support Handbook and reviews occasionally for updates
    - 1.02.2 Examines files, bulletin boards and emails before each shift and communicates any directive or information that the shift's volunteers need to perform their assignments properly
    - 1.02.3 Follows up with VSD staff if there are questions or if clarification is needed on new or existing policies
    - 1.02.4 Attends meetings called by the VSD to review policies and procedures or sends designee
  - 1.03 Reviews monthly shift reports and reports changes to the VSD
    - 1.03.1 Maintains a current roster of his/her shift's volunteers and their attendance
    - 1.03.2 Communicates with volunteers who fail to report for duty to determine their status and intentions
    - 1.03.3 Reports anticipated or present personnel shortages to the VSD so staff knows the status of each shift
    - 1.03.4 Shares requests and concerns regarding staffing of shift with VSD
- 2.0 Can effectively supervise, counsel, motivate and guide the volunteers on the shifts
  - 2.01 Maintains professional decorum, including enforcing the VSD's dress code
  - 2.02 Establishes and supports a pleasant atmosphere among the volunteers and with hospital staff
  - 2.03 Readies a shift for each day's service and terminates the shift by following the protocols as explained in the start and end of shift standard work documents
  - 2.04 Welcomes new volunteers and helps acclimate them to the shift environment
  - 2.05 Evaluates volunteer performance and immediately reports serious or repeated shortcomings or concerns to the VSD staff on their shift

- 2.06 Counsels volunteers who have handled a situation incorrectly OR whose behavior or attitude has caused staff to claim mishandling. Alerts VSD staff as appropriate
  - 2.07 Communicates to volunteers that their role is to support hospital decisions even in the face of policy or procedural changes, recognizing that all changes are made to benefit patients and take into account their safety and privacy
  - 2.08 Encourages volunteers when a shift is short-staffed or especially busy
  - 2.09 Compliments volunteers who do a particularly good job, help their colleagues or demonstrate a cooperative team spirit
  - 2.10 Demonstrates strong communication skills and uses them to reinforce updates, changes, new policies and other information volunteers need to perform their tasks correctly and comply with hospital, Inova and/or The Joint Commission standards
  - 2.11 Motivates volunteers when they are assigned tasks that they are disinterested in completing
  - 2.12 Assists volunteers in connecting their individual errands and tasks to how they contribute to the hospital as a whole
  - 2.13 Maintains positive attitude and treat volunteers, staff, visitors and patients with respect
  - 2.14 Encourages appropriate volunteer behavior through coaching and modeling behavior
- 3.0 Is familiar with the physical layout of the hospital and the locations of offices, departments and treatment areas
- 3.01 Provides directions competently to volunteers on how to get to frequently visited locations
  - 3.02 Familiarizes self with new offices and locations as appropriate
- 4.0 Meets all the competencies required of entry-level volunteers regarding emergency procedures, infection control, isolation precautions, patient safety and patient confidentiality
- 4.01 Is familiar with all parts of the Patient Support Services Handbook
  - 4.02 Understands and can describe all Plain Language Codes and PSS volunteer responses to codes as outlined in the Volunteer Handbook
  - 4.03 Explains proper procedure for reporting accidents and emergencies, both experienced and witnessed
  - 4.04 Explains and practices principles of infection control
  - 4.05 Explains and demonstrates correct procedures for using gloves
  - 4.06 Demonstrates proper hand washing
  - 4.07 Defines isolation precautions, explains their purpose and application to volunteers
  - 4.08 Identifies the hospital's signs for indicating that isolation precautions apply
  - 4.09 Defines HIPAA and discusses its application to volunteer activities in general and this service assignment in particular
  - 4.10 Explains hospital policy regarding deaf/hard-of-hearing patients or their companions and the volunteer responsibility to help ensure compliance
  - 4.11 Explains hospital policy regarding language accessibility for patients and the volunteer responsibility to help ensure compliance
  - 4.12 Participates in annual retraining/assessment/evaluation

## **SYSTEM STANDARDS**

- 1.0 Explains and adheres to hospital policies regarding HIPAA regulations and confidentiality
- 2.0 Explains and adheres to hospital's Standards of Behavior
  - 2.01 Empowerment
    - Sense of Ownership
  - 2.02 Integrity
    - Accountability/Personal Responsibility
  - 2.03 Respect
    - Communication
    - Telephone & E-Mail Etiquette
  - 2.04 Value
    - Stewardship

- 2.05 Compassion
  - Caring Relationships
- 2.06 Quality
  - Safety
- 2.07 Partnership
  - Commitment to Colleagues
- 2.08 Trust
  - Professionalism
  - Confidentiality and Privacy
- 3.0 Explains and adheres to hospital's Cultural Beliefs
  - 3.01 Value People
    - I create an environment of growth and respect where contributions are recognized and rewarded
  - 3.02 Patient Always
    - I ensure that my every action puts the patient and their family first
  - 3.03 Stronger Together
    - I succeed when we succeed
  - 3.04 Focus
    - I connect my daily efforts to achieve our Key Results
  - 3.05 Engage & Decide
    - I deliberately seek input from all stakeholders, including our physicians, clinicians and support teams, so we can make timely and appropriate decisions
  - 3.06 Tell Me
    - I invite and provide timely and honest feedback

## **POSITION SPECIFICATIONS**

<u>Specification</u>	<u>Minimum Required</u>
Experience	None
Education	None
Communication Skills	Articulate clearly in and understand English
Training	<ul style="list-style-type: none"> <li>• Complete entry-level and on-the-job training, the latter with a VSD staff member</li> <li>• Meet all position competencies</li> <li>• At least 16 years of age</li> <li>• At least 75 hours of volunteer experience in PSS</li> <li>• Demonstrated initiative as a PSS volunteer</li> <li>• Strong communication skills exhibited through willingness to ask clarifying questions and using clear and respectful language</li> <li>• Ability to manage a team</li> <li>• Ability to take service requests accurately over the phone or otherwise</li> <li>• Dependable and responsible</li> <li>• Respectful of diversity of staff</li> <li>• Ability to multi-task successfully</li> <li>• Positive attitude</li> <li>• Willingness to seek out and implement input from VSD staff</li> </ul>
Personal Qualities	

## WORK ENVIRONMENT

### Functional Demands:

#### Physical Activity Requirements:

	Occasional (0-33%)	Frequent (34-66% of day)	Continuous (67 –100% of day)	N/A
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing (e. g. stairs, ladders)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting – floor to waist – 15#	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting – to waist & over – 10#	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carry objects	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/pull	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching forward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squat/kneel/crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wrist position deviation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pinching/fine motor work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/repetitive motion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Sensory Requirements:

Near vision	<input checked="" type="checkbox"/> Accurate 20/40	<input type="checkbox"/> Very Accurate 20/20	<input type="checkbox"/> Not Applicable
Far vision	<input checked="" type="checkbox"/> Accurate 20/40	<input type="checkbox"/> Very Accurate 20/20	
Color discrimination	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Not Applicable
Depth perception	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Accurate <input type="checkbox"/> Not Applicable
Hearing	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Accurate <input type="checkbox"/> Not Applicable

#### Environmental Requirements:

Occupational Exposure Risk Potential	Reasonably Anticipated	Not Anticipated
Bloodborne Pathogens	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemical	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Airborne Communicable Disease	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme Temperatures	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Radiation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Uneven Surfaces or Elevations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Extreme Noise Levels	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dust/Particulate Matter	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Others (List)		
Usual Workday Hours	<input type="checkbox"/> 8 <input type="checkbox"/> 10 <input type="checkbox"/> 12	<input checked="" type="checkbox"/> Other ≤ 4

# NEW DAY CHAIR TRAINING CHECKLIST

- **Expectations**
  - Customer Service
  - Arrive 10 minutes prior to shift start time for handoffs from the previous shift
  - Find a trained day chair to cover if absent. Update VSD staff with change
  - Presentation at the desk
    - Professional appearance
    - No phones, laptops, etc.
  - Review bulletin board for new announcements
  - Knowledge/familiarity with hospital
  - Stays current with emails and compliance requirements
  - Regularly review PSS handbook
  - Motivate and coach volunteers
- **Managing Desk**
  - Phone etiquette
    - “Volunteer room, this is \_\_\_\_, how may I help you?”
    - Yes vs. yeah
    - You’re welcome vs. no problem
    - Placing callers on hold
    - Transferring calls
    - Calling the operator
    - Follow up with units to ensure patient still there 10 minutes after request received
  - Patient flow (see “Errands”)
  - Log
  - Dispatching volunteers
  - Warm handoffs for walk ins
- **Errands**
  - Discharges and flowers take priority over any other errand
  - Restrictions on volunteers
  - Tickets to Ride (T2R)
    - Record time received
    - Do not give time estimates
  - Inpatient vs. outpatient
    - Outpatient: OK to take over the phone (weekday shifts only)
      - Pulmonary or Respiratory
      - ICAR
      - Cardiac Diagnostics
      - GE Lab
      - PACU’s
    - Patient not ready –call transport
    - Patient already left/discharged – cross out; shred T2R
    - Lab errands
    - Newspapers (AM only Mon-Sat)
    - Borrowing a cart (staff or public – use sign out sheet/business cards)
      - retrieve by end of shift
    - Take cart and flower box on all mom/new baby discharges
    - Check on volunteers on long discharges
- **Flower Desk**
  - Discharges and flowers take equal priority over any other errand
  - Be able to explain flower log and delivery process
  - Patient vs. employee
  - Serenity hours: 3 to 5 p.m.
  - Undeliverable flowers: hand-off to next shift/note for staff if on evening
- **Wheelchair round-up**
  - Round entire hospital once per shift
  - Relocate ALL wheelchairs
  - Redistribute visitor wheelchairs
  - Wipe down all wheelchairs at stands
  - Restock sanitation wipes & gloves at stands
- **Standard Work Documents**
  - Start of shift
  - End of shift
- **New Volunteer Training**
  - Welcoming environment for new volunteers
  - Pair new volunteer with experienced volunteer (3+ months experience)
  - Track new volunteer’s tasks to be sure they see all areas of hospital and types of tasks
  - Be familiar with new volunteer training checklist, locator, badge tool
  - Answer questions or correct new volunteers in relation to PSS protocols, wheelchair safety and infection control
- **Epic downtime procedures**
  - Discharges: accept discharges over the phone – only from Transport
  - Flowers: ok to attempt delivery

**Patient Support Services – Day Chair POSITION DESCRIPTION/TRAINING  
CHECKLIST SIGNATURE**

I have received the Patient Support Services – Day Chair position description/training checklist and reviewed all training requirements with a designated trainer.

---

<i>Print Volunteer Name</i>	<i>Date</i>	<i>Print Trainer Name</i>	<i>Date</i>
-----------------------------	-------------	---------------------------	-------------

Please submit this page only to [fairfaxvolunteer@inova.org](mailto:fairfaxvolunteer@inova.org) within 30 days of start date.