

## **Inova Fairfax Medical Campus**

### **Volunteer Services Department**

#### **VOLUNTEER POSITION DESCRIPTION**

#### **Patient Support Services Training Lead**

The Training Lead's role is to assist Volunteer Services staff in training new Patient Support Services (PSS) volunteers. As Training Lead, you attend shifts following a training class to model and reinforce PSS policy and procedure to new volunteers and guide them as they learn their way around campus. These shifts may be in addition to your normal shift on an as needed basis. Schedule to be coordinated, based on availability, with VSD staff.

#### **POSITION STANDARDS**

##### **Competency**

- 1.0 Meets all the competencies required of entry-level volunteers regarding emergency procedures, infection control, isolation precautions, patient safety and patient confidentiality
  - 1.01 Is familiar with all parts of the Patient Support Services Handbook
  - 1.02 Understands and can describe all Plain Language Codes and PSS volunteer responses to codes as outlined in the Volunteer Handbook
  - 1.03 Explains proper procedure for reporting accidents and emergencies, both experienced and witnessed
  - 1.04 Explains and practices principles of infection control
  - 1.05 Explains and demonstrates correct procedures for using gloves
  - 1.06 Demonstrates proper hand washing
  - 1.07 Defines isolation precautions, explains their purpose and application to volunteers
  - 1.08 Identifies the hospital's signs for indicating that isolation precautions apply
  - 1.09 Defines HIPAA and discusses its application to volunteer activities in general and this service assignment in particular
  - 1.10 Explains hospital policy regarding deaf/hard-of-hearing patients or their companions and the volunteer responsibility to help ensure compliance
  - 1.11 Explains hospital policy regarding language accessibility for patients and the volunteer responsibility to help ensure compliance
  - 1.12 Participates in annual retraining/assessment/evaluation
- 2.0 Is proficient with the physical layout of the hospital and the locations of offices, departments and treatment areas
  - 2.01 Can confidently provide directions to volunteers of how to get to frequently visited locations
  - 2.02 Understands when it is appropriate to utilize visitor areas versus transport areas on errands
  - 2.03 Familiarizes self with new offices and locations as appropriate
- 3.0 Stays apprised of current PSS procedures including changes or other new information and supports VSD staff in implementation
  - 3.01 Familiar with Patient Support Handbook and reviews occasionally for updates
  - 3.02 Examines files, bulletin boards and emails before each shift
  - 3.03 Follows up with VSD staff and Day Chair if there are questions or if clarification is needed on new or existing policies
  - 3.04 Is familiar with new volunteer training checklist, locator, badge tool
  - 3.05 Is a proficient PSS volunteer with a broad understanding of protocols, restrictions and the rationale behind them.
  - 3.06 Is a team player with a willingness to perform any task assigned that is appropriate and adheres to the restrictions of a PSS volunteer

- 4.0 Can effectively supervise, counsel, motivate and guide new volunteers
  - 4.01 Models professional decorum, including reporting for shift in adherence to dress code, always introducing self appropriately, being communicative and focused on customer service
  - 4.02 Establishes and supports a pleasant atmosphere among volunteers and with hospital staff.
  - 4.03 Welcomes new volunteers and helps acclimate them to the shift environment
  - 4.04 Evaluates new volunteer performance and provides respectful constructive and positive feedback as appropriate.
  - 4.05 Reports serious or repeated concerns about the new volunteer to the VSD staff on their shift
  - 4.06 Reinforces basics of PSS volunteer role such as restrictions and priorities.
  - 4.07 Demonstrates strong communication skills and uses them to reinforce updates, changes, new policies and other information new volunteers need to perform their tasks correctly and comply with hospital, Health System and/or The Joint Commission standards
  - 4.08 Explain value of assigned tasks that the new volunteer is disinterested in completing
  - 4.09 Assist new volunteers in connecting their individual errands and tasks to how they contribute to the hospital as a whole
  - 4.10 Maintain positive attitude and treat volunteers, staff, visitors and patients with respect

## **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 Training	Articulate clearly in and understand English <ul style="list-style-type: none"><li>• Complete entry-level and on-the-job training, the latter with a VSD staff member</li></ul>
Personal Qualities	<ul style="list-style-type: none"><li>• Meet all position competencies</li><li>• At least 16 years of age</li><li>• At least 40 hours of volunteer service in PSS</li><li>• Demonstrated history of taking initiative during PSS shifts</li><li>• Strong communication skills exhibited through willingness to ask clarifying questions and using clear and respectful language</li><li>• Ability to maneuver the hospital confidently</li><li>• Dependable and responsible</li><li>• Respectful of diversity of staff</li></ul>

## WORK ENVIRONMENT

### Functional Demands:

### Physical Activity Requirements:

	Occasional (0-33%)	Frequent (34-66% of day)	Continuous (67 –100% of day)	N/A
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching forward	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 TRAINING LEAD TRAINING CHECKLIST

Training lead should be able to explain most of checklist.

- **Errands**
  - Discharges and flowers take priority over any other errand
  - Restrictions on volunteers
  - Tickets to Ride (T2R)
    - Where safety rule information is
    - Checking for signs of restrictions
  - Locations to know
    - Lobbies
    - Garages
    - Transport elevators
    - Gift Shops/ cafeteria
    - Pulmonary or Respiratory
    - ICAR
    - Cardiac Diagnostics
    - GE Lab
    - PACUs
    - Lab
    - Medical Records
    - Linens
    - Patient Transport
  - Patient not ready – communicate with floor staff and day chair
  - Patient already left/discharged – communicate with day chair
  - Lab/medical records 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 in with Day Chair when on extended discharge
- **Flower Desk**
  - Discharges and flowers take priority over any other errand—*Same priority*
  - 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
- **Expectations**
  - Arrive 10 minutes prior to shift start time for handoffs from the previous shift
  - Be present for all training days that take place on your shift
  - Presentation on errands
    - Neat appearance
    - Proper uniform
    - No cell phone out
    - Protect patient privacy
  - Review bulletin board for new announcements
  - Knowledge/familiarity with hospital
  - Stays current with emails and compliance requirements
  - Regularly review PSS handbook
  - Motivate and coach new volunteers.
- **Standard Work Documents**
  - Start of shift
  - End of shift
- **New Volunteer Training**
  - If multiple volunteers being trained work with Day Chair and VSD staff to 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
  - Model proper PSS protocol, explaining actions while completing them
  - Answer new volunteer questions. If you do not know, do not guess. Connect them with the VSD staff member for answers.
  - Role at start of training may be providing shift coverage before new volunteer is able to go on errands.
  - Introduce new volunteers to existing volunteers.

**Patient Support Services – Training Lead 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.

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<i>Print Volunteer Name</i>	<i>Date</i>	<i>Print Trainer Name</i>	<i>Date</i>
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Please submit this page only to [fairfaxvolunteer@inova.org](mailto:fairfaxvolunteer@inova.org) within 30 days of start date.