

Inova Fairfax Medical Campus

Volunteer Services Department

VOLUNTEER POSITION DESCRIPTION

Patient Support Services Wheelchair Roundup Lead

The Wheelchair Roundup Lead's role is to assist Volunteer Services staff in facilitating wheelchair roundup priorities and procedures with PSS volunteers. In regards to roundup You will train new volunteers, intervene with existing PSS volunteers who need retraining and assign and dispatch volunteers. As Wheelchair Roundup Lead, you collaborate with the Day Chair and VSD staff member on all shifts to make sure that there are enough qualified volunteers for them to manage other PSS priorities. You will also be responsible for showing volunteers locations they are not familiar with as it relates to roundup. This role is additional to PSS responsibilities, not in place of those responsibilities.

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 as outlined in the Volunteer Handbook
 - 1.03 Lists and interprets R-A-C-E steps
 - 1.04 Explains proper procedure for reporting accidents and emergencies, both experienced and witnessed
 - 1.05 Explains and practices principles of infection control
 - 1.06 Explains and demonstrates correct procedures for using gloves
 - 1.07 Demonstrates proper hand washing
 - 1.08 Defines isolation precautions, explains their purpose and application to volunteers
 - 1.09 Identifies the hospital's signs for indicating that isolation precautions apply
 - 1.10 Defines HIPAA and discusses its application to volunteer activities in general and this service assignment in particular
 - 1.11 Explains hospital policy regarding deaf/hard-of-hearing patients or their companions and the volunteer responsibility to help ensure compliance
 - 1.12 Explains hospital policy regarding language accessibility for patients and the volunteer responsibility to help ensure compliance
 - 1.13 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 verses transport areas
 - 2.03 Familiarizes self with new offices and locations as appropriate
 - 2.04 Is familiar with common floor acronyms and locations that come up when rounding
- 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 volunteers on roundup
 - 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 Understands and can communicate the importance of wheelchair roundup
 - 4.04 Evaluates volunteer performance in terms of roundup and provides respectful constructive and positive feedback as appropriate.
 - 4.05 Reports serious or repeated concerns about volunteers to the VSD staff on their shift
 - 4.06 Demonstrates strong communication skills and uses them to reinforce proper infection control, coach when met with resistance by unit staff, present clear expectations to volunteers dispatched for roundup
 - 4.07 Explain value of assigned tasks that the new volunteer is disinterested in completing
 - 4.08 Assist new volunteers in connecting their tasks to how they contribute to the hospital as a whole
 - 4.09 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	Articulate clearly in and understand English
Training	<ul style="list-style-type: none">• Complete entry-level and on-the-job training, the latter with a VSD staff member
Personal Qualities	<ul style="list-style-type: none">• Meet all position competencies• At least 16 years of age• Has completed at least 40 hours of volunteer service in PSS• Demonstrated history of taking initiative during PSS shifts• Strong communication skills exhibited through willingness to ask clarifying questions and using clear and respectful language• Ability to maneuver the hospital confidently• Dependable and responsible• Respectful of diversity of staff

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 WHEELCHAIR ROUNDUP LEAD TRAINING CHECKLIST

- **Expectations**
 - Arrive 10 minutes prior to shift start time for handoffs from the previous shift
 - Presentation on roundup
 - 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.
 - Keep positive attitude with volunteers, staff, patients and visitors
- **Errands**
 - Discharges and flowers take priority over any other errand—including roundup
- **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
 - Assign specific manageable sections of hospital to volunteers in collaboration with Day Chair so that they have enough volunteers to manage priorities
- Keep list of what round up has been completed & who has completed it
- Provide tours of areas that volunteers are not familiar with as needed
- Coach and train volunteers who need additional training to meet roundup expectations
- **Standard Work Documents**
 - Start of shift
 - End of shift
- **New Volunteer Training**
 - Work with Day Chair, Training Lead and VSD staff to assign new staff to areas that they need additional familiarity and experience with
 - 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.
 - Communicate effectively with new volunteers around the impact of wheelchair roundup on the hospital

**Patient Support Services – Wheelchair Roundup 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.

<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 within 30 days of start date.