

**Emergency Department Guest Services Ambassador**

**Purpose:** To assist family & visitors in creating a visitor badge & escorting them to their approved destination

**Days/Hours:** Available every day, all shifts

**Number Of Volunteers:** One volunteer per 4-hour shift

**Volunteer Responsibilities:**

- To be courteous, cooperative, and considerate when dealing with patients, visitors, and UConn Health Staff.
- To hold in strict confidence any information, observed, overheard, or surmised regarding a patient, a diagnosis, or a member of the hospital staff.
- To be patient & sensitive to divergent cultures, religions, ethnicities, and persons with disabilities.
- To perform only those tasks within the scope of volunteer duties
- To be punctual and attentive in performing duties
- To be compliant with the department specific standard operating procedures
- To be compliant with all UConn Health trainings & competencies

**Duties/Daily Procedures:**

- Provide an empathetic ear, resolve non-medical concerns and problem solve.
- Provide directions to pertinent areas of the hospital including but not limited to the coffee market, cafeteria, and chapel.
- Escort visitors into the Emergency Department areas as directed by the staff.
- Greet patients who are entering the unit or passing in the hallways
- Administrative duties as assigned i.e.. refilling printer, filing paperwork, etc
  - This includes potentially learning how to utilize Volte communication system, having basic computer and telephone knowledge.

**Special Requirements;**

- Strong interpersonal, communication and customer service skills and computer abilities
- Ability to maintain professional demeanor with patients, visitors and staff in high-stress situations
- Must be able to push adults in a wheelchair
- Stand and sit for periods of time
- Walk long distances
- Hand write visitor badges as a regulatory requirement when computer systems are unavailable.

**SUPERVISION:** While on duty, receives direction from the Guest Services staff or their assigned delegate.