

Connecticut Tower Main and John Dempsey Hospital Lobby Guest Services Ambassador

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

Days/Hours: M-F: 530a-8p
Sat & Sun: 730a-8p

Number Of Volunteers: One volunteer per 4-hour shift at each location

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, any PHI, or a member of the hospital staff.
- Demonstrate patience & sensitivity towards all individuals regardless of culture, religion, ethnicity, or ability.
- 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 standards and operating procedures
- To be compliant with all UConn Health trainings & competencies

Duties/Daily Procedures:

- Offer empathetic listening, address non-medical concerns, support effective problem solving, and escalate concerns as needed.
- Provide directions to pertinent areas of the hospital including but not limited to the coffee market, cafeteria, and chapel.
- Escort visitors and patients as directed by the staff.
- Greet patients who are entering the unit or passing in the hallways, providing assistance as needed.
- Administrative duties as assigned i.e.. refilling printer, filing paperwork, etc

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
- Lift up to 40 pounds
- Stand and sit for periods of time
- Walk long distances

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