

Emergency Department Ambassador

PURPOSE:

- Interact with patients and families to offer support through light, general, non-medical conversation
- Foster a sensitive and caring atmosphere for patients and their visitors

DAYS/HOURS: 24/7 –No more than one volunteer per four 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 all 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:

1. Check in with the unit charge nurse for any concerns or pertinent information
2. Provide directions to pertinent areas of the hospital including market coffee, cafeteria, chapel, radiology, and hospital units as appropriate.
3. Greet patients who are entering the unit or passing in the hallways
4. Provide drinks or snacks as appropriate and approved by the clinical staff to patients
5. Assist preparing patient bays and stretchers
6. Retrieve blankets or other items as requested and appropriate by patients, including ordering linens if the clean linen bin is empty.
7. Provide comfort care by adjusting bed height, lights, closing curtains
8. Ensure the patient belongings are stored in a bag and encourage patients to send any valuable items home. Remind them of the belongings policy.
9. Stock linen cabinets & blanket warmers on the unit as needed
10. Escort patients out to their approved transportation after discharge has been confirmed by the nurse
11. Administrative duties as assigned i.e.. refilling printer, filing paperwork, etc.
12. Utilize Volte communication system, having basic computer and telephone knowledge.

REQUIREMENTS:

- Ability to carry out written and oral instructions
- Strong interpersonal, communication and customer service skills
- Ability to maintain professional demeanor with patients, visitors and staff in high-stress situations
- Ability to lift 40 pounds
- Ability to push or pull a wheelchair
- Ability to stand and walk long distances

SUPERVISION: While on duty, receives direction from the Charge Nurse or their assigned delegate.