

BRIGHAM HEALTH



BRIGHAM AND
WOMEN'S HOSPITAL

Office for Sponsored Staff
and Volunteer Services

Volunteer Title: On-Call/Way Finder Volunteer

Department: Volunteer Services

Location: Various lobbies and hallways throughout hospital

Contact Person: Kelsey Craig

Email: KCraigs@bwh.harvard.edu

Phone Number: 617-732-5684

Tasks:

- Provide exceptional customer service to patients, visitors, and staff members
- Give accurate information and directions to patients, visitors, and family members using direction sheets and/or other resource (staff members, info desks, phone calls)
- Accompanies patients/families to various hospital locations
- Patrol Hallways and Lobbies throughout hospital assisting patients, visitors and staff members as necessary
- Transports patients to and from test sites, physician's offices and lobbies via wheelchair
- Must maintain a written log of all assignments, times and comments (when applicable).
- Must answer pages from Volunteer Services in a timely fashion
- Must operate all communication devices in a professional manner at all times
- Completes special projects as assigned
- Other duties staff may request, including: retrieving supplies, obtaining blankets, pillows and other items, retrieving wheelchairs and stretchers, making up stretchers, transporting lab specimens, offering diversionary activities to patients and assisting patients with making phone calls, and the care and entertainment of children.

Qualifications/Special Skills:

- Excellent Interpersonal and communication skills
- Demonstrate compassion for patient needs
- Ability to navigate hospital independently
- Ability to follow directions and work independently

Does this position entail contact with blood or body or body fluids? No

Training Provided: Self Guided Tour, Physical walk-through of frequented areas, Customer Service

Physical requirements: Physically able to push patients in wheelchairs. Physically able to stand and walk up to 3 hours at a time.

Days/ Hours: Monday -Friday, 8:00am-5:00pm (*Volunteers serve 1-2, 3 hour shifts a week*)

Date of job opening: Ongoing