

**Patient Care Areas**

Duties

Volunteers assist patients and families in units throughout the hospital. Duties may including wheelchair assistance, interacting with patients, utilizing age-specific training, rounding patient’s rooms, and other patient care areas of the hospital. Volunteers are required to use infection prevention and CI-CARE best practices when entering and exiting rooms. Volunteers possess and adhere to all HIPAA confidentiality standards and are aware of issues pertaining to volunteer and patient safety, which include understanding environment of care overhead codes. Volunteer represents UCLA Health in a positive, caring, and supportive role.

Qualifications/Competencies

Excellent communication and customer service skills dealing with patients and families. Able to handle multiple tasks in a fast-paced environment. Ability to stand for extended periods. Demonstrate a professional and timely service. Strong organizational skills. Ability to multitask and handle workload in a mature manner. Ability to work efficiently and follow directions within the role of a volunteer. Must be able to work independently, prioritize, and follow-through on assignments. Ability to work as part of a team and maintain a cooperative working relationship with other staff and administrators.

**Wayfinder**

Duties

Greet, guide, and offer assistance to patients, visitors, and staff on nursing units and throughout the hospital. Volunteers may assist discharging patients, utilizing wheelchair, escort assistance, and rounding patient rooms and patient areas. Provide general information and give directions to anyone coming in and leaving the hospital. Volunteer adheres to HIPAA and Infection Prevention standards.

Qualifications

Must be able to stand for periods. Excellent customer service skills and an ability to consistently display a professional attitude and appearance. Knowledge of the mission and vision of UCLA Health. Dedicated and compassionate. Ability to work efficiently and follow directions within the role of a volunteer.

**Administrative/Floater**

Duties

Answer telephone and walk-in inquiries utilizing strong phone etiquette and good CI-CARE practices. Assist with office work, which may include data entry, filing, copying, organizing, and other clerical assignments. Help deliver patient mail and newspapers. The assignments can change each shift depending on needs of department and may include projects and special event assistance. Assist with any other errands or general clerical work that pertains to the job. Edit forms with Microsoft Word and Excel. Assist with other errands or general clerical work that pertains to the job.

Qualifications

Interact professionally with staff and administrators of the hospital. Must adhere to HIPAA and confidentiality policies and regulations. Knowledge of the mission and vision of UCLA Health. Ability to multi-task, prioritize, closely follow directions, and work efficiently. Must be able to use Microsoft Office applications (Microsoft Word and Excel). Detail-oriented, organized, flexible, and willing to learn.

***I \_\_\_\_\_ acknowledge and understand my volunteer role in my chosen department. Should I have any questions, I will contact the Volunteer Services Department.***

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date