

**Nebraska Heart Institute
Nebraska Heart Hospital**

Position Title: Volunteer Ambassador
Department: Marketing
Supervision Received: Marketing Director
Supervision Exercised: None
Position Code: V001
Last Updated: June 2006

GENERAL PURPOSE:

To help patients and/or family members at the Nebraska Heart Hospital campus by greeting, directing and generally assisting all patients and visitors onto the campus; assisting with communication to family members and visitors as it relates to current patient care; assisting with delivery of specialty items to patients such as floral deliveries; and serving as an ambassador to visitors of the Nebraska Heart Hospital campus.

TYPICAL DUTIES:

1. Meets patients and/or their family members in campus lobbies and provides direction or escorts them to desired areas in a timely and courteous manner.
2. Regularly maintains the appropriate appearance and ambience of the lobby and waiting room areas including stocking of informational pieces for patients and visitors.
3. Proactively asks patient family members in lobby and waiting areas if they need anything that would make their stay more enjoyable including making/serving coffee etc.
4. Serves as a resource for guests/visitors for information pertaining to items such as but not limited to: local restaurants, hotel/motel accommodations, church or religious services local attractions.
5. Effectively demonstrates an ability to recognize the importance of adapting to the various patient and visitor age groups (child, adolescent, adult and geriatric), particularly in communications with these populations.
6. Participates as a role model to other volunteers to ensure that the number one goal of helping patients and/or family members is accomplished everyday.
7. Maintains strict confidentiality of patient and families.
8. Willingly shares expertise with other volunteers and assists in the orientation of new volunteers.

Note: The Volunteer Ambassador does not perform any duties which are regularly performed by Nebraska Heart Hospital or Nebraska Heart Institute employees.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of patient safety procedures, common safety hazards and precautions.
2. Ability to speak, read, understands and follows oral and written instruction in English.
3. Ability to communicate with patients, families and others in a manner which promotes dignity and respect.

EDUCATION AND EXPERIENCE:

Must be at least 16 years of age

VOLUNTEERING CONDITIONS:

Regular hospital environment. Potential exposure to communicable diseases and contaminated body fluids and hazardous materials.

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