



An Affiliate of  UnityPoint Health

## VOLUNTEER POSITION DESCRIPTION

**Title/Position:** Ambassador

**Goal of Position:** Provide hospital and patient assistance for locating services and managing wait times.

**Duties:**

1. Greet and escort patients
2. Push patients in wheelchair
3. Provide patient amenities (water, tissues, etc.)
4. Sign patients in and monitor wait times
5. Run errands within the hospital
6. Maintain tidy waiting room and sanitize high use areas
7. Keep water/coffee area stocked and tidy
8. Promote and have basic knowledge of Clinic, Hospital, and community support for patient assistance

**Time Frame:**

Length of commitment: 12 months and at least two shifts per month  
Length of shift: 4 hours  
Scheduling: 8:00 a.m. to 12:00 p.m. Monday-Friday  
12:00 p.m. to 4:00 p.m. Monday-Friday  
No Holidays or weekends

**Worksite:** Lab and Radiology Waiting Room

**Minimum age:** 16

**Qualifications Sought:**

1. Must be willing to work in a team environment focused on Lucas County Health Center's Core Values
2. Must be willing to interact with patients and staff in a positive and friendly manor
3. Must be able to read and write
4. Good verbal communication skills
5. Confidentiality is CRITICAL
6. Understand how to complete job tasks
7. Communicate adequately with patients and staff as necessary
8. Understand and follow safety guidelines
9. Understand the Volunteer Handbook and all Clinic and Hospital policies and procedures
10. Must understand and follow Lucas County Health Center's Core Values
11. Must be able to sit for extended periods of time

12. Must be able to push patients in wheelchair

**Benefits:**

1. Being a member of a team that focuses on Lucas County Health Center's Core Values
2. Free meal or snack provided during shift at Bistro or Gift Shop
3. Discount of 20% at Gift Shop
4. Invitation to all LCHC Volunteer Services recognition events, open house, and Hospital Week and Holiday activities

**For Further Information:**

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