

Escort Liaison Support Volunteer Position Description

Description: Stationed at the main entry welcome desk areas around the medical center complex, The AU Health Escort Liaison Volunteers will add a consistent, positive, and personal first impression customer service resource for every person who enters our medical center complex. These volunteers will support with the AU Health Concierge Blue Coat Ambassador team to serve as the customer service gateway to our medical center complex.

Duties:

- Greet guests promptly with a smile
- Be constantly available to serve our patients, family members, and guests
- Proactively seek out lost guests and provide directional assistance by accompanying them to their destination
- Provide basic local area information
- Provide a quick response and clear communication to patient transport requests from outpatient practices and inpatient units as appropriate
- Escort or transport healthy patients to various departments, patient rooms, or to the main entrances for discharge.
 - *Patients must be able to enter/exit wheelchair on their own. Volunteers are not permitted to lift or carry the weight of a patient at any time.*
- Offer “Walk-Around” Wayfinding Assistance
- Offer “Walk-Around” Wheelchair Retrieval
- Consistently track #'s of daily guest escorts and transports in order to facilitate accurate program reporting
- Other appropriate duties as assigned

Requirements and Competencies: The ideal candidate for this role will be someone who possesses excellent interpersonal and communication skills. Additionally, this person should be comfortable working with a diverse patient and family population and have the ability to remain calm in stressful situations in order to resolve guest issues when necessary. Other requirements for this role include:

- Must have a friendly, positive attitude
- Able to demonstrate knowledge and maintain respect for patient privacy by following HIPAA privacy and security policies and procedures
- Able to push patients (no patient lifting) in a wheelchair, both on flat and inclined surfaces
- Able to walk and stand throughout entire shift
- Able to attend and complete mandatory Escort Liaison Volunteer Certification Training
- Able to demonstrate proper hand hygiene
- Able to identify patients using the two system identifier
- Must wear and maintain required Blue Coat Ambassador Volunteer uniform including the AU Health Volunteer badge
- In advance of a planned absence, arrange for a substitute

At a Glance

Site/Location

- CHOG Lobby
- South Entrance (A)
- West Entrance (B)
- 2nd Floor Med Center (D Elevator) Crosswalk
- Medical Office Building Lobby
- Professional Office Building Lobby

Availability Needed

Ongoing

Days/Times Needed

Monday-Sunday
5:00 AM-8:30 PM

Length of Commitment

6 months preferred

Supervising Personnel

Blue Coat Ambassador Supervisor and Volunteer Services Program Manager

Special Assignments

Occasionally, the Escort Liaison Volunteers may be asked to cover the shift for someone who is absent and will be given as much advance notice as possible.