

**Lehigh Valley Health Network  
Volunteer Services Department  
VOLUNTEER POSITION DESCRIPTION**

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**VOLUNTEER TITLE: Volunteer Clinical Partner – Emergency Department Observation Area**

**MISSION of LVHN:** We heal, comfort, and care for the people of our community by providing advanced and compassionate health care of superior quality and value, supported by education and clinical research.

\*\*\*Volunteers contribute to our mission by providing world-class service for any department seeking to fulfill the mission of LVHN. \*\*\*

**LOCATION:** Emergency Department Observation Area (ED OBV)

**SCHEDULE:** A minimum of one four-hour shift per week. Preferred times specified by the assigned clinical unit.

**DUTIES and RESPONSIBILITIES:**

Patient Experience

- Pass out water/Prepare fresh water for nurses
- Answer call bells and assist as appropriate and report other requests to the nurse
- Offer patient toiletries/Prepare toiletries for patients
- Provide comfort measures (offer blankets, adjust blinds/lighting, assist with TV)
- Round on and visit patients
- Take in meal trays/remove meal trays
- Clean off patient's bedside table
- Escort visitors from the waiting room to the patient room

Clinical Support

- Replace hand sanitizer and aseptic wipes
- Restock PPE supplies outside of rooms
- Restock PPE supplies inside patient rooms
- Restock pouch warmers
- Monitor clutter at pharmacy tube stations. Keep 4 empty tubes and send excess back to the pharmacy (code 29)
- Restock lab caddies supplies
- Make and record hand hygiene observations as part of the Leap Frog program
- Check patient rooms for extra pillows. Take extra pillows to the adult ER.
- Run errands for staff if requested
- Report any comments of complaint to nursing staff immediately

**RESTRICTIONS:**

- May not enter any PRECAUTION/ISOLATION rooms
- Should not interfere with patient care
- Cannot provide patient care, ex: repositioning of patient or boosting in bed, incontinence care, ambulating patient, transporting inpatient's, etc.
- Cannot make any clinical decisions regarding patient care or provide clinical opinion
- Cannot touch any medical equipment that is monitoring a patient, infusing medication, or providing life-sustaining therapy, ex: vital sign monitor, running IV pump, ventilator, etc.

**DESIRED ABILITIES, SKILLS OR EXPERIENCE:** Desire to provide friendly service to the patients, visitors, staff and administration of the network. Must be able to take direction and work well with peers. Volunteers must be able to read, possess accurate and efficient work habits, be able to walk 80-90% of the time, and have sight and hearing abilities within normal range. All new volunteers must attend an orientation before they can begin their service. Flu vaccine, COVID vaccine and other annual education requirements must be completed annually.

**BENEFITS:** Providing support to inpatient staff and improving patient experience.

**SUPERVISION AND SUPPORT:** All volunteers are under the primary responsibility of the Manager of Volunteer Services. Direct supervision will be provided by the Director (or staff member assigned) in the assigned clinical units. The department will be responsible for training the volunteer.