



HOSPICE OF ST. FRANCIS, INC. JOB DESCRIPTION

JOB TITLE: Volunteer Administrative Assistant
EFFECTIVE: April 2015
APPROVED: April 2015

DEPARTMENT: Business Development
REVIEWED/REVISED: 08.18

JOB SUMMARY:

Under the general direction of the Volunteer Coordinator, the Administrative Assistant performs administrative, secretarial and clerical duties in support of the administrative functions requiring extensive knowledge of organization, policies, and procedures. Position performs tasks related to the Volunteer Department and general support of the Volunteer Coordinator. Position is regular part time, nonexempt.

REPORTS TO: Volunteer Coordinator

DIRECTLY SUPERVISES: None

EDUCATION AND/OR TRAINING REQUIRED:

High School diploma or GED required. AA/AS or BA/BS in personnel management preferred. Additional training in medical terminology and medical coding helpful.

CERTIFICATIONS/LICENSES REQUIRED: None.

EXPERIENCE/SPECIFIC SKILLS AND ABILITIES REQUIRED:

Requires two years of related office/administrative assistance experience sufficient to acquire skills in office organization, documentation and communications. Word processing, spreadsheet preparation and data base experience required. Excellent English oral and written communication skills.

PHYSICAL REQUIREMENTS:

Ability to lift, push, pull twenty-five (**25**) pounds without difficulty; able to work extended hours as required and to work under varying levels of stress.

PRIMARY RESPONSIBILITIES:

1. Provides secretarial/administrative support for Volunteer Department.
2. Schedules and organizes activities such as meetings, patient visits, and department activities for all members of the department.
3. Contacts patients as needed to explain and/or coordinate volunteer services.
4. Schedules and coordinates volunteer assignments.
5. Monitors and maintains documentation of all volunteer activities.
6. Data input and audit of patient / volunteer information into Electronic Medical Record.
7. Ensure office volunteers have needed information and materials to complete their assignments.

8. Monitors and maintains documentation for volunteers' personnel files including background screenings.
9. Establishes, develops, maintains, and updates filing system for the Volunteer Department.
10. Organizes and prioritizes large volumes of information and calls.
11. Responds to regularly occurring requests for information. Drafts written responses or replies by phone or email when necessary.
12. Acts as a liaison with other departments and outside customers (example: volunteers, patients, and patient family members).
13. Maintain minutes of assigned meetings.
14. Works independently and within a team on special and ongoing projects.
15. Performs other duties as assigned by Volunteer Coordinator and Executive Team.

SECONDARY RESPONSIBILITIES:

- Displays an awareness and understanding of HOSF philosophy at all times.
- Displays the ability to work effectively as a member of the interdisciplinary team.

COMPLIANCE:

Exhibits knowledge of organizational policies, and state and federal laws and regulations consistent with duties and responsibilities. Demonstrates high ethical standards and compliance with organizational standards.

QUALITY:

Actively participates in the Quality Assessment Performance Improvement program by identifying opportunities for improvement and by participating in performance improvement activities. Demonstrates the ability to apply customer service techniques to facilitate improved outcomes with internal and external customers.

MACHINES, EQUIPMENT, TOOLS USED:

Computer hardware and software; telephone, both land and cellular; copier; calculator and normal office equipment. Proficient in use of Microsoft Word, Excel and other office software.

JOB HAZARDS/RISKS:

Risk level II—minimal risk to exposure of bloodborne pathogens or other potentially infectious materials; variable exposure to office chemicals.

ORIENTATION:

Position requires general employee orientation; approximately one (1) week orientation to HOSF policies and procedures and all related administrative functions.

STANDARDS OF PERFORMANCE:

- Answer incoming calls, transferred through receptionist, for assigned patients/families. Determine what is required from the call, respond appropriately to requests within scope of position, and refer other requests to other appropriate Team members for response. Measured by calls answered within two rings, no complaints from patients/families regarding customer service, and transfer of calls to appropriate Team member.

- Technical aptitude; Personal Effectiveness and Credibility; Thoroughness; Collaborative Skills; Communication Proficiency; Flexibility

EVALUATION OF PERFORMANCE:

Evaluation is based upon competency review (90-Day and annually thereafter), customer service delivery and attendance.

Hospice of St. Francis provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Hospice of St. Francis complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Hospice of St. Francis expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Hospice of St. Francis' employees to perform their job duties may result in discipline up to and including discharge.

I have read and understand the contents of this job description.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____