

Serenity Tea: Volunteer Job Description

Overview: The goal of this program is to enhance the patient experience by direct, positive interaction with caring volunteers. This core group will offer a spa-quality tea to our mom/baby patients, provide information on Sky Ridge amenities and most importantly, brighten the patient's day with a smile. Volunteers will create a rapport with patients and family members and work with nursing units to gather additional information or escalate a matter when necessary.

- Create rapport with patients by introducing yourself and offering a selection of tea and sweet treats.
- Promote Sky Ridge Medical Center services and amenities. Areas to suggest would include the gift shop, visitor business center, café, Starbucks, playground, Chapel, Skylight, CarePages and more.
- Volunteer will work with nursing units to gather additional information or escalate a matter when necessary.
- Volunteer will have a solid understanding of HIPPA patient privacy rules and will use necessary caution accordingly.
- Volunteer will coordinate with marketing manager to distribute material and key messages as appropriate.
- It is the objective of every volunteer to provide "Beyond Your Expectations" service to patients, families and visitors.

Volunteer: _____

Date: _____