REPORTS TO:  Volunteer Manager

JOB SUMMARY:
The Greeter welcomes and assists patients, their families and visitors entering the hospital. Volunteers working in this capacity answer questions, provide information and direct people to the hospital location they need, thus creating an atmosphere in the hospital that is caring, yet efficient.

SPECIAL REQUIREMENTS:
Mature, dependable and caring individual who has the ability to communicate courteously and effectively with patients, families, visitors and staff. Must be able to maintain strict confidentiality of patient information. Greeters must be able to stand/walk for a three to four hours shift.

DUTIES:
- Cordially greets visitors and patients upon arrival. Ascertains patients’ and or visitors’ needs and directs them accordingly.
- Provides assistance to patients and visitors by obtaining wheelchairs, or other services as needed. Escorts or transports patients who need help to their destination within the hospital.
- Assists patients entering or exiting vehicles.
- Assists patients in calling for a Cab as needed.
- Keeps the front driveway clear and unobstructed for patient and visitor drop-off and pick-up.
- Contacts Security, Environmental Services, or Facilities Management, for assistance when necessary.
- Monitors the overall appearance of the hospital entrance.
- Performs related duties as required