



Mercy Medical Center

VOLUNTEER

POSITION DESCRIPTION

CLERICAL SUPPORT VOLUNTEER

Mission Statement

Must have a strong belief in the CHI Values, Mercy's Mission and Values, demonstrate respect and compliance with Mercy's Patient Rights Statements, and exemplify Mercy's Standards of Care.

Summary

A clerical support volunteer assists department staff with clerical responsibilities in order to enhance the efficiency of the office. Clerical assistance may include answering the telephone, preparing charts, sorting and filing records, distributing mail, light typing, data entry, copying, running errands between departments, shredding confidential documents, large mailings, assembly of department packets, contacting patients via phone to confirm appointments, contacting patient via phone regarding customer service and satisfaction, and other light duties as deemed necessary.

Principal Duties & Responsibilities

It is the responsibility of all employees to accept, read, and follow the initiatives of CHI Mercy Health as outlined in the publication *Ethics at Work*. Corporate Compliance is the duty and responsibility of everyone employed by CHI Mercy Health and its related organizations.

- * Promotes a strong belief in Mercy's Mission and has respect for and compliance with Mercy's Patient Rights Statement.
- * Demonstrates behavior consistent with Mercy's Core Values: **Reverence, Integrity, Compassion, and Excellence**.
- * Exhibits the ability to make effective decisions based on verifiable and measurable data/criteria.
- * Promotes positive customer relations with internal and external customers.
- * Demonstrates respect and sensitivity to cultural/social differences in interactions with others.
- * Completes assigned tasks in a timely manner.
- * Demonstrates initiative and problem solving skill, using sound judgment.
- * Assumes additional responsibilities as needed, with little or no direction, shows initiative in assisting others within the department
- * Ability to communicate well with others and to treat information and people in a professional, respectful and confidential manner.
- * Absolute compliance with the "confidentiality" requirements.
- * Assists with copying and filing.
- * Assists with other clerical duties as requested.

(*Denotes essential function)

Qualifications

Must have the ability to communicate well with others and to treat information and people in a professional, respectful and confidential manner. Must have excellent communication skills with a caring, friendly attitude. Must exhibit good judgment. Must be sensitive to problems caused by illness/stress. Must demonstrate dependability and report to work as scheduled. Excellent telephone etiquette. Experience with filing, copying preferred. Computer skills are a plus, but not a requirement.

Physical Requirements

Standing 5% of the time; walking 15% of the time; sitting 75% of the time; lifting and carrying 10% of the time, and able to carry up to 25 pounds. Pushing/pulling 5% of the time; bending, stooping, twisting 2% of the time; reaching and handling 3% of the time. Climbing stairs 0% of the time (Elevator available).

Hearing: within normal limits with or without use of corrective hearing devices, vision: adequate to read 12-point type with or without use of corrective lenses. Must be able to verbally interact with staff, clients and public. Manual dexterity of hands/fingers for writing, computer input.