

Stormont Vail Health

Volunteer Service Description

Position Title:	COVID Vaccine Associate Volunteer
Department:	Volunteer Services
Date:	November 2020
Approved by:	Director, Volunteer Services

Summary:

The COVID Vaccine Associate Volunteer assists with Stormont Vail vaccination efforts. This role will primarily be utilized to support mass vaccination efforts at the SV Event Center, with the eventual expansion to other clinic locations, Stormont Vail hospital, and outreach operations within the region. The COVID Vaccine Associate Volunteer will be assigned to a variety of roles to provide direct support to SVH employees, other volunteers, patients, visitors, and members of the general public.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Entry screening duties
 - Greet, measure temperature, and ask screening questions for all people entering the facility
 - Follow SVH algorithm for actions required on individuals screening positive, denying access to building while maintaining respect and dignity
 - Educating all who enter the facility on PPE expectations and validating the use of such
- Traffic coordinator duties
 - Set up and remove temporary cones, signs, variable message boards, and safety barriers that show traffic where to drive
 - Hold traffic signal signs as needed
 - Be aware and vigilant of surroundings to spot safety hazards
 - Ensure automobiles do not interfere with, or pose a danger to, healthcare workers and Stormont Vail patients.
- Customer service / ambassador duties
 - Be available to answer questions and direct patients within the vaccine clinic setting
 - Maintain an approachable and friendly demeanor at all times
 - Escort patients to and from vehicles as needed

- Communicate with clinical staff for correct placement and optimal patient flow
- Offer assistance to patients at all points throughout the vaccine process
- Communicate patient concerns to clinic staff immediately
- Assist nurse with transporting patient within the facility as needed, utilizing wheelchair as directed
- Supply runner
 - Help to replenish and stock supplies at work stations throughout the vaccine clinic setting
 - Assists with monitoring, maintaining, and communicate with staff as needed for supplies
- Participate in huddles, asking questions and providing feedback as needed
- Adherence to required PPE at all times
- All other duties as assigned

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- High school diploma or equivalent
- Experience in healthcare preferred

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work indoors and outdoors
- Exposure to outside weather conditions; moving traffic, fumes, and airborne particles
- Working with traveling public
- Multitasking capabilities
- Work environment is complex and fast-paced, potentially noisy at times
- Potential exposure to communicable diseases, although PPE will be provided and is expected to be worn in accordance with the SVH PPE schematic

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand and/or walk during the scheduled shift.
- The employee is required to walk reach with hands and arms, stoop, bend downward or forward by bending the spine at the waist and kneel or crouch.
- Some lifting or moving – up to 50 pounds – may be necessary.
- Talking, seeing, and hearing are essential to perform the duties.

Demonstrates supportive behaviors necessary for age-specific care as determined by specific department(s).