



Clinic Information Desk

Position Overview

Volunteers assist the Winona Health Guest Services staff by greeting individuals, answering questions, directing and escorting patients to various locations.

Why is this area important?

The information desk volunteers are one of the first faces people see when they enter the clinic. They make a positive first impression and provide answers to a wide variety of questions. Kind, friendly, welcoming volunteers are a reassuring presence to patients and visitors who may arrive feeling sick, stressed, worried or perhaps disheartened.

Volunteer Shifts: Monday-Friday, 8 a.m.-Noon or Noon-4 p.m.

Minimum Requirements

Volunteers must attend an annual in-service training and comply with patient/resident confidentiality requirements, organizational and departmental policies and procedures and federal, state and local laws. It is also important for volunteers to read, understand and exemplify Winona Health's Mission, Vision, Values and Behavioral Standards.

Additional Qualifications

- Excellent communication and listening skills
- Good at making small talk if appropriate
- Ability to push a wheelchair long distances and stand for long periods of time
- Friendly, people person
- Organized
- Comfortable working with multiple people/groups
- Ability to convey a calm presence
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- Ability to solve problems and multitask
- Comfortable with a changing work environment
- Perceptive, alert, comfortable asking people if they need assistance
- Demonstrate service excellence
- Skilled in using computers, Internet and Microsoft Office

Thank you for considering this volunteer opportunity. If you are interested in becoming a Winona Health Volunteer, please complete an application online at winonahealth.org/volunteer or call the Volunteer Office at 507.474.3328.



www.winonahealthfoundation.org/volunteer 507.474.3328