DIVISION SCOPE OF SERVICE

Division: FAR WEST
DHP Classification: LEAD AMBASSADOR
Name of Dependent Healthcare Professional (DHP):

Lead Ambassador:
The Lead Ambassador must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.

Definition of Care or Service:
The Lead Ambassador is expected to maintain operational control of the parking facility and the customer service lobby area inside the hospital, positioning him or herself where he or she can most effectively monitor and regulate parking operations. The Lead Ambassador will serve as a conduit between front line employees, patients, visitors and hospital staff providing suggestions, guidance, feedback, coaching and support as needed. high levels of service with patients, hospital staff and visitors. Scope of service may include:

- Routinely demonstrates superior customer service skills.
- Responsible for promoting positive patient, visitor and hospital staff relations
- Lead, direct and develop team of employees to accomplish annual and periodic goals / initiatives, while
- Embodying and using the Hospital and parking facilities culture as a guideline

- Responsible for assisting in tracking, analyzing and reporting all relevant parking operations data
- Upkeep and effective use of the parking facilities, ensuring vehicles can be efficiently parked, along with any other constituents that may utilize the facility
- Understand, implement and deliver all requirements that are outlined within the contractual agreement between parking facilities and the Hospital
- Make operational decisions, exercise good judgment and direct all staff as appropriate
- Uphold the parking facilities service standards, appearance, safety and security and operational standards
- Schedule all staff as needed to maintain accurate levels based on the Hospital needs
- Maintain close and thorough communication between clients, patients, hospital employees and parking facilities staff
- Recognizes and responds appropriately to violent/abusive situations, threats, fire and emergency situations.
- Protects/observes patient confidentiality per policies and procedures.
- Check in visitors through the visitor management system
- Advise admitting when patient has arrived for procedures.
- Issue a wristband and badge to visitors.
- Issue vendor badges.
- Direct patients and visitors throughout the facility.
- Working in cooperating with the volunteer staff to provide escorts.
- Display warmth and compassion in all interactions with patients and visitors
- Be proactive and anticipate the needs of patients and visitors
- Ensure efficient and detailed transactions
- Be resourceful and knowledgeable of the facility they are assigned to
- Be a teammate to all other facility team members
- Possess excellent communication skills
- Display effective problem solving and conflict resolution skills
- Give directions to anyone who needs them
- Know the facility codes in case of emergency
- Greets everyone as they enter the hospital
- Maintain patient privacy and patient confidentiality at all times

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DIVISION SCOPE OF SERVICE

- Front desk duties include operating phones, and two way radios
- Demonstrates Clinical and Service excellence behaviors to include code of HCA conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.

Setting(s):
- Healthcare facilities including but not limited to hospitals, outpatient treatment facilities, imaging centers, and physician practices

Supervision:
- Direct supervision by VP of Patient Experience

Evaluator: Program Director

Qualifications:
- High School Diploma or equivalent

State Requirements:
- N/A

Experience:
- Medical Office experience preferred

Competencies:
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE)
  - Required immunizations per DHP Division requirements

References:
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DHP Printed Name: _____ DHP Signature: _____

Company/Vendor: _____ Date: _____

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