

← Back

Observation Associate - EVENINGS - CSO (Central Staffing Office)

Location New Haven, Connecticut
Department CSO BA CC
Position Type Part Time Benefits Eligible
Work Schedule EVENINGS
Scheduled Hours 24
Remote Work Onsite 100%
YNHHS Requisition ID 96665

✉ Get future jobs matching this search [Login](#) or [Register](#)

Job Description

Overview

To be part of our organization, every employee should understand and share in the YNHHS Vision, support our Mission, and live our Values. These values - integrity, patient-centered, respect, accountability, and compassion - must guide what we do, as individuals and professionals, every day.

Under the direction of the Registered Nurse, the Observation Associate maintains continuous visual and arm's length contact with the patient to ensure the patient's safety and dignity. Adheres to the "I am YNHHS" Service Excellence pledge and promotes a positive work environment.

EEO/AA/Disability/Veteran

Responsibilities

1. Ensures the patient's safety and dignity during their assigned shift.
- 1.1. Maintains continuous visual contact with the patient at all times.
- 1.2. Will maintain close proximity to two or more patients as assigned by the RN.
- 1.3. Ensures patient safety by being alert and vigilant at all times.
- 1.4. Notifies nursing staff of changes in the patient's condition immediately by using the call system.
2. Practices proper communications and customer relations skills to ensure patient satisfaction.
- 2.1. Identifies self to the patient's assigned nurse and receives report on the patient, at all times.
- 2.2. Introduces self to the patient and communicates with patient in a calm and caring manner at all times.
- 2.3. Maintains patient confidentiality at all times.
- 2.4. Interacts with patients as directed by the patient's assigned nurse.
- 2.5. May engage in social interaction and diversional activities with patient, family or staff, such as reading to patient, games, and social interaction.

Qualifications

EDUCATION

High School diploma or equivalent.

EXPERIENCE

Minimum 6 months work experience, preferably in a healthcare setting.
 YNHHS training in patient/customer relations or equivalent.

SPECIAL SKILLS: Possess the ability to maintain composure in stressful situations.
 Demonstrate a caring, positive attitude towards patients and families

ACCOUNTABILITY

Maintains strict patient confidentiality. Adheres to Service Excellence standards in all interactions with patient, family and staff.

COMPLEXITY

In personal and job-related decisions and actions, consistently demonstrates the values of integrity (doing the right thing), patient-centered (putting patients and families first), respect (valuing all people and embracing all differences), accountability (being responsible and taking action), and compassion (being empathetic).

YNHHS Requisition ID

96665

Apply



Similar Jobs

Observation Associate - DAYS - CSO (Central Staffing Office)

Req ID: 63954

- 📍 New Haven, Connecticut
- NON - CLINICAL OTHER
- 🕒 4 months ago

Observation Associate - NIGHTS - CSO (Central Staffing Office)

Req ID: 63971

- 📍 New Haven, Connecticut
- NON - CLINICAL OTHER
- 🕒 4 months ago