Title: Gift Shop Cart Volunteer
Position Reports to: Gift Shop Manager
Location: Sparrow Campus
Age of Population Served: All

General Purpose:
The Sparrow Gift Shop is a volunteer led retailer that exists to raise funds for the hospital. The shop has annual gross sales over $400,000 each year and serves the patients, visitors and associates of Sparrow by providing high quality items and a unique shopping experience. Since 1956, the shop volunteers have donated over $5 million in gifts to Sparrow Hospital.

The ideal volunteer for the Sparrow Gift Shop has a keen eye for customer service. We are seeking volunteers who are comfortable communicating with customers. Accuracy in making change, counting drawers and observing the cash handling protocols is also required.

Essential Duties:
This description is intended to cover the minimum essential duties assigned on a regular basis. Volunteers may be asked to perform additional duties by their department.

The cart includes an assortment of gift shop items.
- Visit patient rooms and offer patients and visitors an opportunity to buy something off the cart.
- Add special stock at the beginning of shift
- Re-stock sold merchandise at the end of the shift
- Be accountable for merchandise sold and cash box at the end of shift.
- Must be able to push cart
- Must be able to walk long distances,
- Observe safety protocol for hand washing

Required Responsibilities of the Volunteer:
- Demonstrate knowledge and maintain respect for patients right to privacy by following the HIPAA Privacy and Security policies and procedures.
- Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence).
- Role model behaviors that value diversity of our patients, volunteers, caregivers, and customers and supports creating an environment that is inclusive, welcoming and respectful.
- Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Durations, Explanation, Thank).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Commit to at least one year of volunteer Service to Sparrow, two-four hour shifts each month, and attend six hours of information/training meetings.
each year. In addition, every volunteer works at least one Sunday shift a year. Volunteer a minimum of 56 hours annually after the initial year.

- In advance of a planned absence, arrange for a substitute.
- Maintain proper uniform including wearing the Sparrow ID Badge
- Pay Annual membership dues of at least $1 (amount varies per day group) to support group activities and the Sparrow Women’s Hospital Association.

Physical Aspects of this position:
This position requires walking (90%), standing (10%), light lifting, reading and communicating face to face with customers.

<table>
<thead>
<tr>
<th>Factor</th>
<th>N/A</th>
<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unassisted Lifting</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-10 lbs</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11-30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31-50</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standing</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Walking</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sitting</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bending/Twisting</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Pushing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Listening on the phone</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Work Environment:
The gift shop can be busy and requires attention at all time being given to customers and monitoring inventory to prevent loss. Customer service is key to the success of the shop.

Volunteer Times:
Flexible – a four hour shift between the hours of 10-5 p.m.
Monday – Friday
2 volunteers per shift – total of 10 volunteers

Last updated 3/13