Position Title: Pediatric Sub-Specialty

Description and Purpose of the Unit: Pediatric Sub-Specialty has multiple subspecialty clinics with a focus on chronic illness. Offering services in these areas: Pediatric Endocrinology, Pediatric Nephrology, Pediatric Diabetes, Pediatric Gastroenterology, Pediatric Surgery, Developmental Assessment Clinic, Cleft Palate Clinic, Myelodysplasia and Myelourology Clinics. The volunteer will assist the staff in the business office.

Age of population served: Pediatric (infant to 17 years)

Responsibilities:
- Support staff and patients
- Help with clerical work such as filing, copying, data entry, mail sorting, organizing supplies, preparing charts, mailing patient updates.
- Once permission has been granted by the parent or caregiver, may be able to participate in clinical setting in an observation status only.

Qualifications:
- Students will need good communication and people skills to be able to interact with many different kinds of people in a culturally sensitive manner.
- Must be mature and act in a professional manner that is consistent of the Sparrow I CARE Values
- Must have computer and Web knowledge.
- Must be able to work well independently with little supervision.
- Must be accurate in the performance of duties.
- Vision, speech and hearing correctable to normal levels.

Required Responsibilities of the Volunteer:
- Must be registered with Sparrow’s Volunteer Department.
- Must complete the Sparrow Hospital Orientation, unit training and annual safety training.
- Must adhere to the agreed upon work schedule.
- Maintain proper uniform including wearing the Sparrow ID Badge.
- Must provide proof of a negative TB test.
- Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence).
- Role model behaviors that value the diversity of our caregivers, patients, volunteers, and customers and supports creating an environment that is inclusive, welcoming and respectful.
- Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Adheres to policies and procedures designed to avoid, prevent and reduce the spread of communicative diseases.
- Demonstrate knowledge and maintains and respects patient right to privacy by following the HIPAA Privacy and Security Policies and procedures.

**Physical Aspects of this position:**

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**Supervision:**
The Charge Nurse provides the day-to-day supervision. Overall responsibility rests with the Director of Volunteer Services.

**Volunteer Times:**
Monday-Thursday, any 4 hour block from 8:00am-4:30 pm.
1 volunteer per week only.