Volunteer Services Position Description

Title: Emergency Department Volunteer
Position Reports to: Emergency Department
Location: Sparrow Campus
Age of Population Served: ALL

General Purpose: The ER Volunteers will assist the staff with services to patients/visitors with the goal of minimizing anxiety by creating an atmosphere that is as relaxing as possible. The volunteer will also be asked to provide emotional support to patients in treatment rooms. Assist staff running errands related to patient care and in escorting visitors to rooms and patients as they leave the department.

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.

- Foster a sensitive and caring atmosphere for the patients and their visitors.
- Be able to recognize and appropriately respond to any non-medical needs of the patient or significant others. (ex: blankets/pillows, food and drink when approved by nurse.
- Support families by assisting their communication with other family members/external contacts in a calm, sensitive, and effective manner.
- Recognize unusual anger/fear of patients and significant others and refer issues to appropriate staff.
- Making room visits
- Providing toys to patients
- Prep and restock exam rooms with supplies and linens
- Assisting patients in the waiting room and in treatment rooms
- Assist in transporting patients from Emergency Department to ancillary services upon discharge – Pharmacy, public phones, etc.
- Assist in additional duties assigned by the charge nurse.
- Seek out staff members if a visitor should have questions regarding treatment of a patient.
**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, associates, 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.
- Volunteer a minimum of 48 hours annually after the initial year.
- Obtain an annual TB Test
- In advance of a planned absence, arrange for a substitute.
- Maintain proper uniform including wearing the Sparrow ID Badge
- Pay Annual membership dues of $1.00 to support the Sparrow Women’s Hospital Association.

**Physical Aspects of this position:**

This position requires walking, standing and moving most of a 4-hour shift. The position requires going into patient rooms, going outdoors, and talking with patients and visitors that may be upset, anxious and in pain. This position also requires the ability to push wheelchairs with up to 200 pounds of weight.

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<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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<td>Unassisted Lifting</td>
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<td>Walking</td>
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<td>Bending/Twisting</td>
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<td>Pushing</td>
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<td>Listening and talking to patients and visitors</td>
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**Work Environment:**

The Emergency Department workload can be unpredictable because of walk-in patients, traumas, etc. This position requires mostly walking, standing, some sitting. This position requires sound judgment, empathy and maturity in handling sensitive issues from patients and family members.

Last updated 8/07, 6/11