Volunteer Services Position Description

Title: Helping Hands
Position Reports to: Mother/Baby Center
Location: Sparrow Campus
Age of Population Served: Adult/Infant

General Purpose: Helping Hands volunteers provide support to nursing staff by stocking supplies, setting up rooms, delivering juice and supplies to mothers, discharging patients and offering assistance in the nursery and on the maternity floor. Helping hands volunteers assist nurses and other staff in performing many duties which directly or indirectly impact mothers, babies and visitors in the Mother Baby Center.

The ideal volunteer for this position, is an individual seeking to make a long-term (2+ years) volunteer commitment. Since most infants are with their parents, this position has limited contact with infants.

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.

Nursery:
- Ensure that cupboards, bassinets and closets are stocked with supplies.
- Clean equipment when asked.
- Wash baby clothes that are permanently housed in the nursery.
- Answer phones and direct callers.
- Assist nursing staff with additional tasks.
- Assist with infant care including bathing, comforting, and feeding.

OB Waiting Room:
- Assist families and visitors with questions and directions to patient rooms.
- Update the patient status sheets.
- Ensure the kitchen area is clean and stocked.
- Contact Environmental Services if room needs attention.
- Offer teacart and refreshments to patients and staff

**Mother Baby Center:**
- Assist families and visitors with questions and directions to patient rooms.
- Set up rooms for new patients.
- Ensure the kitchen area is clean and stocked.
- Offer juice and water to patients. Deliver supplies as needed
- Assemble paper packets and discharge bags.
- Answer phones and direct callers.
- Ensure that cabinets are stocked with supplies.
- Transport mother and babies to their car upon discharge from the hospital.
- Assist staff with additional tasks.

**Required Responsibilities of the Volunteer:**
- Obtain proof of MMR Vaccine or get the Rubella Titer from your personal physician prior to serving and have a TB Skin test performed.
- Successfully complete position training (approx. 15 hours over several shifts)
- Complete the infant CPR requirement during the training process.
- Must abide by the three-minute hand washing protocol upon entering the nursery.
- Find a substitute or inform group president in advance of an absence.
- 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.
- Commit to at least one year of volunteer Service to Sparrow and attend two group training and information meetings each year.
- Volunteer a minimum of 20 hours annually after the initial year.
- Maintain proper uniform including wearing the Sparrow ID Badge
- Pay Annual membership dues of $1.00 to the Sparrow Women’s Hospital Association.
Physical Aspects of this position:
This position requires walking (60%), standing (30%) sitting (10%), light lifting, reading and communicating face to face with visitors and medical staff. This position may also include the use of the computer to access the census list.

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<th>Factor</th>
<th>N/A</th>
<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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Health Considerations for this position:
Due to health risks, if a volunteer is pregnant, she should not volunteer in this area.

Chicken Pox can be very dangerous to a newborn. If you have NOT had Chicken Pox and have been recently exposed, do not volunteer until you have been cleared to serve by your physician and Sparrow. Please call the Director of Volunteer Services in the event of exposure.

A Rubella Titer or proof of the MMR immunization must be provided before volunteering in Mother/Baby.

Work Environment:
The Helping Hands Volunteers perform their duties on the Mother/Baby Unit. The work requires pushing wheelchairs and going outdoors when a mother and baby are discharged from the hospital. Other types of work take place in patient rooms, offices and in the nursery.

Last updated 6/11, 8/010, 8/11