Volunteer Services Position Description

Title: TLC Oncology Volunteer
Position Reports to: Cancer Center
Location: Sparrow Campus
Age of Population Served: Adult

General Purpose: To provide a welcoming atmosphere in the Regional Cancer Center and escort patients to dressing rooms if needed. Volunteers also assist associates with tasks as requested.

Being treated for cancer or having a loved being undergoing treatment can be stressful. TLC Volunteers can provide invaluable support for family members. The ideal volunteer for this position is an individual that has the emotional maturity to respect boundaries, demonstrate empathy, and recognize potentially critical situations where additional assistance or information is needed. After the initial training, the volunteer works alone on a shift, but has the support of the cancer center staff to refer questions and concerns.

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.
• Welcome patients to the Radiation Oncology waiting area.
• Escort patients to the dressing rooms and show them what to change into.
• Restock and clean dressing rooms when necessary.
• Answer any general questions they may have (refer specific questions regarding treatment to clinical staff).
• Act as a liaison between the department and the patients.
• Serve beverages and restock condiments.
• Restock information booklet rack.
• Assist in the Media Center as needed in the check out of materials or for computer use.
• Direct or escort patients to the lab or x-ray if necessary.
• Volunteers may occasionally be asked to help with miscellaneous jobs, i.e. labeling, mailing, etc.

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.
• Commit to at least one year of volunteer Service to Sparrow and attend two information/training meetings each year. Volunteer a minimum of 50 hours annually after the initial year. The group would prefer regular volunteers to work at least once a week. Subs work for absent regulars when needed.
• 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 the Sparrow Women’s Hospital Association.

Physical Aspects of this position:
This position requires walking (30%), sitting (80%), 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>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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Work Environment:
The TLC Oncology workstation is located in the patient waiting room. Since the area is in a public space, the noise level can be loud. The coffee station is next to the work area and requires cleaning, stocking and making coffee.

Last updated 6/11, 8/07, 8/11