

# Sparrow Health System Volunteer Services

## POSITION DESCRIPTION

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**Title:** Main lobby Escorts & Greeters- suitable for a family volunteer opp.

**Location:** Sparrow Campus

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**Purpose:** To create an inviting environment for patients and their families, the lobby escorts and greeters welcome visitors and offer aid by transporting or escorting those in need to the desired location.

**Responsibilities:**

As visitors enter the lobby, welcome them and offer assistance  
Use basic scripting for welcomes  
Offer child strollers to those with children  
Offer a wheelchair escort to those in need or a motorized chair  
Receive escort assignments from the Information Desk or the Valets  
Answer the respond to phone requests for escort assistance  
Periodically collect wheelchairs for the lobby and old lobby entrances  
Escort/Greeters occasionally complete assorted jobs (i.e. delivering flowers) as assigned

**Requirements:**

Must be registered in the Department of Volunteer Services.  
Must attend volunteer orientation and on the job training.  
Must have knowledge of Standard Precautions, Blood Borne Pathogens and privacy rules.  
Must work twice monthly and attain a total of 50 hrs. of service yearly.  
Must obtain TB test annually.  
Must find their own substitute when planning on being absent.  
Annual membership dues are \$1.00.  
Must wear light blue smock/jacket or polo shirt and photo ID.  
Serve as a role model for consistent demonstration of Sparrow Health System's Customer Service Behavioral Standards of Performance, by respecting the Privacy and Confidentiality of those we serve.  
Demonstrate knowledge and respect patient, service provider, organizational confidentiality and HIPAA Security procedures and protocols as defined under the HIPAA Privacy and Security Procedures.  
Follow established HIPAA privacy procedures when using and/or disclosing protected health information.  
Maintain and protect patient rights under the HIPAA Privacy Standards.

**Qualifications:** Knowledge of physical layout of the hospital.  
Ability to maneuver a wheelchair steadily and comfortably.  
Ability to push a wheelchair with someone weighing up to 200 lbs. (If patient cannot be transported or extra assistance is needed for any reason, ask the staff to contact the transport office for assistance.)  
Must be able to walk and stand for the majority of a 3-4 hour shift.  
If necessary, volunteer must be able to assist the patient into the wheelchair and possibly into their car.  
Be able to answer general questions about the hospital.  
Ability to recognize situations where a call for help may be needed.

**Supervision:** The day-to-day supervision of the Lobby Escort/Greeter is provided by the Teen Volunteer Coordinator.