

**Sparrow Health System
Volunteer Services**

POSITION DESCRIPTION

Title:	Heart Center Volunteer
Location:	Sparrow Campus
Purpose:	To provide a welcoming atmosphere in the Heart Center waiting room for patients and family members. Providing escort services if needed as well assisting with tasks as requested.
Responsibilities:	Welcome patients and visitors to the waiting room. Become familiar with the names of all patients and families and the location of the patients. Update families on patients' status as requested and when appropriate, (refer specific questions regarding treatment to clinical staff). Make coffee and maintain condiment supplies (makes sure patients are not drinking prior to testing). Direct or escort patients and/or visitors to restrooms, cafeteria, etc. Provide emotional support for patients and families, identifying special needs. Answer telephone and make calls requesting patient updates.
Requirements:	Must be registered in the Department of Volunteer Services. Must attend volunteer orientation and on the job training. Must commit to a minimum of 60 hours per year and work at least twice per month. Must be able to hear clearly to receive accurate phone messages and patients calls from the medical staff. Must be able to walk short distances throughout the shift. Must be able to carry/lift at least 15 lbs. Pay annual dues to the Women's Hospital Association of \$1.00 per year. Must obtain own substitute when planning on being absent. Attendance is required at the spring and fall meetings. Must wear required uniform (blue polo shirt or smock) and photo ID while on duty. Annual TB skin Test required. Serve as a role model for consistent demonstration of Sparrow Health Customer Service Behavior Standards of Performance by respecting the Privacy and Confidentiality of those we serve. Demonstrate knowledge and respect for patient, service provider, organizational confidentiality and HIPPA Security procedures and protocols as defined under the HIPPA Privacy and Security Procedures. Follow established HIPPA privacy procedures when using and/or disclosing protected health information. Maintain and protect patient rights under the HIPPA Privacy Standards
Qualifications:	Must possess a friendly, compassionate, and helpful attitude.

Must be sensitive to diverse cultures, populations, critical situations and feelings.

Exhibit maturity, discretion, and confidentiality at all times.

Must be able to deal with a range of emotions, including hostility and grief.

Must have knowledge of physical layout of the hospital, resources available within the hospital, and the phone system..

Supervision:

Volunteer Supervision is provided by the volunteer department.

The key associate contact for this position is the manager of Cardiology Services. A good working relationship with all associates in the Heart Center is essential.

Revised July 2007