

**Sparrow Health System
Volunteer Services**

POSITION DESCRIPTION

Title: **Helping Hands**

Location: **Sparrow Campus**

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 miscellaneous duties which directly or indirectly impact mothers, babies and visitors in the Mother Baby Center.

RESPONSIBILITIES:

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.

REQUIREMENTS:

- Registered in the Department of Volunteer Services.
- Attend volunteer orientation and on the job training. (approx. 15 hours)
- Required to obtain TB test annually. Obtain rubella titer before starting.
- Commit to 20 hours of service yearly.
- Must find a substitute or let the Helping Hands President know when plan to be absent.

- Pay annual membership dues of \$1.
- Must wear photo ID badge when volunteering.
- Must have knowledge of Standard Precautions and Blood Borne Pathogens.
- Practice safety requirements including hand washing for three minutes upon entering the nursery.
- Obtain infant CPR training before transporting a baby to/from the nursery.

QUALIFICATIONS:

- Ability to interact well with infants, parents, visitors, and staff.
- Possess realistic expectations of the role of a volunteer.
- Maintain confidentiality at all times.
- Ability to recognize situations where a call for help may be needed.
- Know when to be a self starter, and when to ask for directions.
- Ability to walk and stand for the majority of the shift
- Ability to safety lift and carry up to 20 lbs.

HEALTH CONSIDERATIONS:

Chicken pox can be very dangerous. If you have not had Chicken pox and have recently been exposed, do not volunteer until you have been cleared. TB skin tests are required before attending volunteer orientation and on an annual basis thereafter. A rubella titer test or proof of measles immunization must be provided before volunteering on the unit.

SUPERVISION:

Supervision and support for Helping Hands Volunteers is provided by the Mother/Baby Staff. Volunteers may also rely on the volunteer office, group mentor, trainer and president for questions, concerns and training.