

# Sparrow Health System Volunteer Services

## POSITION DESCRIPTION

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**Title:** Information Desk

**Location:** Sparrow Campus

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**Purpose:** To staff the phone lines in the office directly behind the hospital's front desk, sort and deliver mail, and check in flowers. Occasionally volunteers will sit at the front desk to help visitors to the hospital.

**Responsibilities:** When needed, assist staff at the front desk by issuing visitor passes to families, friends, clergy, and business representatives.  
Both desks answer incoming calls for patients and give outpatient information.  
Sort and deliver patient mail.  
Maintain list of floral arrangements for patients and staff - record of time received, description of arrangements, names of florists, patient's name and room number. Initial floral list when delivery is made to patient's room.  
Keep informed of changes in hospital policies, changes in departments, etc.

**Requirements:** Must be registered in the Department of Volunteer Services.  
Must attend volunteer orientation and on the job training.  
Must attend two semi-annual meetings.  
Must commit to one year of service with a minimum of 50 hours per year.  
Must find own substitute when planning on being absent.  
Must pay annual membership dues of \$3.00  
Must wear light blue smock/jacket and photo ID badge while on duty.  
Must obtain TB skin test annually.  
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:** Must possess a friendly, helpful attitude.  
Knowledge of physical layout of hospital.  
Knowledge of Sparrow Hospital's security procedures.  
Knowledge of hospital policy concerning visitation hours and information holds.  
Knowledge of Information Services Volunteer Manual.  
Familiarity with other sources of information present at front desk.  
Knowledge of resources available within the hospital.  
Ability to communicate well over the phone.  
Exhibit discretion, maturity, and confidentiality at all times.  
Ability to handle several situations and tasks at the same time.  
Willingness to learn the hospital computer information system.

Deal with emergency situations calmly and professionally.  
Ability to recognize special emergency and security situations.  
Must be able lift objects weighing between 10-25 lbs, walk long distances to deliver items and push a cart weighing 20 lbs.

**Supervision:**

The Volunteer coordination is provided by the President of the Information Desk Volunteers. Volunteers work as a team with the visitor assistants on their shifts. When problems arise, the Service Excellence and Volunteer Services departments should be notified.