

Sparrow Health System Volunteer Services

POSITION DESCRIPTION

Title: Mercy League

Location: St. Lawrence Campus

Purpose: To ease the tension of and provide assistance to the families of patients undergoing surgery. Register Outpatient surgery patients upon their arrival and direct patients to Outpatient Surgery area as requested.

Responsibilities: Be aware of which family is waiting for which patient.
Relay messages to families and physicians.
Provide coffee or other beverage as needed.
Be alert to signs of distress in families and seek additional assistance as needed.
Keep lounge area tidy and coffee pots clean.

Requirements: Must be registered in the Department of Volunteer Services.
Must attend General Orientation and on the job training.
Must wear assigned uniform and photo identification badge.
Must secure own substitute if unable to work assigned shift.
Must obtain TB test upon start and yearly thereafter.
Must commit to 30 hours per year.
Must wear smock and photo ID badge while on duty.
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 be warm, outgoing and sensitive to people's needs.
Able to respect confidentiality.
Vision, hearing and speech corrected to normal range.
Able to accept persons of all races, creeds, ethnic backgrounds, sex, age and disability

Supervision: Responsible to the President of Mercy League.
Ultimate responsibility rests with the Program Coordinator of Volunteer Services.

Shift Hours: Monday through Friday - 6:00 to 9:00 am, 9:00 am to 1:00 pm, 1:00 to 4:30 pm