

Sparrow Health System Volunteer Services

Position Description

Title: General Clerical

Location: St. Lawrence Campus

Purpose: To provide general clerical services in selected departments to supplement work of staff.

Responsibilities: Filing, Typing, Xeroxing, and Collating
Answering phones
Processing (applications, work orders, supply orders, medical records, etc.)
Sorting materials
Delivering materials to other department
Opening mail; bulk mailings
Data entry and word processing, as able

Requirements: Must be registered in the Department of Volunteer Services.
Must attend volunteer orientation and on the job training.
Must obtain a TB test annually.
Must pay membership dues of \$1.00 annually.
Must wear 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: Basic office skills, ability to alphabetize.
Must be accurate and responsible.
Pleasant voice and diplomacy required for phone duty.
Must respect confidentiality.
Physical qualifications will vary with job and its location.

Supervision: Direct supervision provided by Department Director or designated person.
Overall responsibility rests with the Program Coordinator of Volunteer Services.

Revised: June 2005