

Sparrow Health System Volunteer Services

POSITION DESCRIPTION

Title: Hello Hospital

Location: Sparrow Campus

Purpose: To provide early elementary age school children with information about experiences at a hospital and the different health career opportunities within the health care field.

Responsibilities: Welcome teachers and student groups.
Present the "Hello Hospital" slide show.
Monitor "hands-on" stations and explain each station to students.
Answer general questions about the program and services of Sparrow and general information about careers in health care.

Requirements: Must be registered in the Department of Volunteer Services.
Must attend general orientation and on the job training with another "Hello Hospital" volunteer and/or staff member.
Must obtain TB test annually.
Must commit volunteering twice each month, 20 hours annually.
Must wear photo ID badge while on duty.
Must pay membership dues of \$1.00 annually.
Hello Hospital programs are currently held on first and third Tuesday and second and fourth Thursday mornings from 9:00 – 11:30 am on the St. Lawrence campus. (Actual program runs 9:30-11:15 a.m.), but volunteers need to set up the rooms before the students arrive.
Exposure to general public.
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: Have presentation skills.
Be outgoing , friendly personality.
Enjoy working with children.
Ability to work effectively with a diverse population.
Some work experience as a health care professional and/or teacher would be helpful.
Must be able to stand 1-2 hours minimum.

Must be able to lift 10 lbs and carry 5 feet.

Must be able to hear and speak in normal tones as well as speak to audience up to 15 feet away.

Supervision:

Volunteers are supervised by the Patient Relations Manager of the Service Excellence department.