

Sparrow Health System Volunteer Services

POSITION DESCRIPTION

Title:	TLC Oncology Volunteer
Location:	Sparrow Campus
Purpose:	To provide a welcoming atmosphere in the Regional Cancer Center and escort patients to dressing rooms if needed. Volunteers also assist associates with tasks as requested.
Responsibilities:	Welcome patients to the Radiation Oncology waiting area. Escort patients to the dressing rooms and show them what to change into. Restock and clean dressing rooms when necessary. Answer any general questions they may have (refer specific questions regarding treatment to clinical staff). Act as a liaison between the department and the patients. Serve beverages and restock condiments. Restock information booklet rack. Assist in the Media Center as needed in the check out of materials or for computer use. Direct or escort patients to the lab or x-ray if necessary. Volunteers may occasionally be asked to help with miscellaneous jobs, i.e. labeling, mailing, etc.
Requirements:	Must be registered in the Department of Volunteer Services. Must attend volunteer orientation and on the job training. Must obtain a TB skin test annually. Must have knowledge of Standard Precautions and Blood Borne Pathogens. Must commit to a minimum of 50 hours per year. However, this group would prefer regulars to work at least once a week. Subs work for absent regulars when needed. Must pay annual membership dues of \$1.00. Must wear required uniform 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 possess a friendly, compassionate, and helpful attitude. Must be sensitive to the diverse feelings and needs of the patient as well as the family and friends. Ability to deal with reality of cancer and be comfortable with the condition that many of the patients are in. Exhibit maturity, discretion, and confidentiality at all times. A reasonable amount of standing and walking is required
Supervision:	Volunteer supervision is provided by the President of the TLC Oncology Volunteers. Associate supervision is provided by the Radiation Oncology Manager. A good working relationship with all Associates in the Cancer Center is essential.