

Sparrow Health System Volunteer Services

POSITION DESCRIPTION

Title: Service Auxiliary

Location: Sparrow Campus

Purpose: To work in cooperation with Sparrow Health System to provide goods and services to the staff, patients and all visitors to the gift shop.

Responsibilities: General Membership - Work in the shop, selling goods, taking phone and internet orders for flowers, etc. Provide cart service to patients and staff on nursing units. Some dusting, vacuuming and restocking articles sold.
Buyers - In addition to the above, they are responsible for ordering, checking in new merchandise, unpacking and marking and storing merchandise. Inventory yearly.

Requirements: Must be registered with 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 58 hours per year
Annual membership dues are \$5.00.
Must wear a red smock/jacket 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 able to deal intelligently, patiently and kindly with a wide, diverse customer population.
Exhibit maturity, discretion and confidentiality at all times.
Must be able to stand through the majority of the volunteer shift.
Volunteers working on the shop cart must be able to maneuver a large cart with merchandise, weighing approximately 200 lbs.

Supervision: An elected volunteer shop manager supervises daily shop operations. Leadership of the members is provided by a board, elected annually.