

# Sparrow Health System Volunteer Services

## Position Description

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**Title:** ETC/Office Support

**Location:** Sparrow Campus

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**Purpose:** To provide clerical assistance in a variety of departments throughout the health system. Occasional non-clerical assignments are made.

**Responsibilities:** Typing, filing, computer entry.  
Large mailings: stuffing, folding, labeling.  
Assembly of large information packets: collating, stuffing.  
Other specific requirements as requested by staff and agreed to by volunteer.

**Requirements:** Must be registered in the Department of Volunteer Services  
Must attend volunteer orientation.  
Must obtain TB test annually.  
Must commit to a minimum of 20 hours per year.  
Must annual membership dues of \$1.00.  
Must wear photo ID badge when 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:** Most volunteers sit for the majority of their shift.  
Ability to do detail work.

**Supervision:** Volunteer supervision is provided by the staff person in the department who has requested the assignment. Administrative support/direction is provided by the Administrative Assistant in Volunteer Services.