

Sparrow Health System Volunteer Services

POSITION DESCRIPTION

Title: TLC Critical Care Lounge

Location: Sparrow Campus

Purpose: To staff the TLC Critical Lounge independently one volunteer at a time
Volunteer gives emotional and practical support to family members waiting in the Critical Care Lounge by providing a calm, caring, and organized atmosphere.

Responsibilities: Welcome patients and visitors to the lounge.
Familiarity with the names of all families in lounge and the Name and Location of the patient.
Be available to the families as a "listener" while at the same time being sensitive to those who wish to be left alone.
Answer the telephone and go back to the patient's room to summon family members not in the lounge to take the call.
If family member is not available, leave message on door of room or on bulletin board.
At beginning and end of shift, go on rounds of all units (CCU and ICU) to update the census book on transfers and new patients.
Act as a liaison between families and Associates.
Keep water pot filled and see that counter supplies (coffee, tea, cups, etc.) are adequate.
Communicate with other Volunteers through the log book concerning scheduling, supply orders, policy changes, and specific problems or cases. (Family and patient names should not be entered in log book.)
Approximately 30% of each shift is spent walking and/or standing.

Requirements: Must be registered in the Department of Volunteer Services.
Must attend orientation and on the job training by the President and/or President-elect of the group.
Must commit to at least a one-year with a minimum of 50 hours.
Must find own substitute when planning on being absent.
Annual membership dues are \$5.00.
Attendance is also required at the two meetings each year.
Must purchase and wear a light blue smock or jacket.
Photo ID badge must be worn at all times while on duty at the hospital
An annual TB skin test is required.
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: Sensitivity to a very diverse range of cultures and critical situations.
Knowledge of and willingness to demonstrate the Sparrow Health System ESPRIT values.
Exhibit maturity, discretion, and confidentiality at all times.
Must be able to deal with sorrow and other expressions of grief including hostility.
Knowledge of day-to-day procedures in the different units. (They change often for various reasons.)
Knowledge of the phone system.
Knowledge of resources available within hospital and entire health system.
Knowledge of physical layout of hospital.

Supervision: The Critical Care Lounge President is in charge of the volunteer supervision. The volunteers should be ready to assist associates who work in ICU and CCU areas at all times. The key associate liaisons are the managers of ICU/CCU and/or the Volunteer Services staff.