Description and Purpose of the Unit: Located on the 9th floor in the tower, 9 West, is a Neuro-Medical-Surgical floor including neurosurgical patients, EMU patients (patients admitted for monitoring of seizures), altered mental status and other medical cases. The volunteer will assist caregivers with duties on the floor as well as communicate with nurses and PCTs on the floor to best meet the patient’s needs.

Age of Population Served: Adult (18-64) & Geriatric (64 and above)

Responsibilities: This description is intended to cover the minimum essential duties assigned on a regular basis. Volunteers may be asked to perform additional duties by their department.

- Assist patients with neurologic problems as well as general medical-surgical patients.
- Check with the charge nurse to determine:
  - If there are any rooms you should avoid (patients with history of violence, suicide risk)
  - If there are any patients who could use a visitor.
- Perform clutter rounds: clearing rooms of clutter, changing the garbage bag on the bedside stand as well as the trash can, picking up meal trays, and tidying the rooms. Volunteer will strip the room once a patient is discharged.
- Transport patients at discharge or accompany a mobile patient down to cafeteria/lobby.
- Conduct frequent rounds to determine actual and potential needs of patients and their family members. Provide comfort care (water, coffee, pillows, chairs) for patients and visitors.
- Provide patients with any personal items necessary (tissues, toothbrush, lotion…)
- Special projects as assigned by manager including: designing bulletin boards, clerical work, equipment tracking audits.
- Be responsive by answering call lights and communicating needs to appropriate Caregiver if volunteer is not able to fulfill the request.
- Always ask nurses if there is anything you can do to assist them.
- Return equipment to appropriate storage areas.

Qualifications and skills needed:
- Students will need good communication and people skills to be able to interact with many different kinds of people in a culturally sensitive manner.
- Must be mature and act in a professional manner that is consistent of the Sparrow I CARE Values.

Required Responsibilities of the Volunteer:
- Must be registered with Sparrow’s Volunteer Department.
- Must complete the Sparrow Hospital Orientation, unit training and annual safety training.
- Must adhere to the agreed upon work schedule.
- Maintain proper uniform including wearing the Sparrow ID Badge.
- Must provide proof of a negative TB skin test.
- Annual Flu Vaccine is required if serving between November 1 and March 31.
- Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence).
- Role model behaviors that value the diversity of our caregivers, patients, volunteers, and customers and supports creating an environment that is inclusive, welcoming and respectful.
- Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Adheres to policies and procedures designed to avoid, prevent and reduce the spread of communicative diseases.
- Demonstrate knowledge and maintains and respects patient right to privacy by following the HIPAA Privacy and Security Policies and procedures

**Supervision:**
Directly responsible to the Department Manager, Assistant Department Manager or Charge Nurse. Overall responsibility rests with the Director of Volunteer Services.

**Volunteer Times:**
Seven days a week, 11am-2pm, 1pm-4pm, 4:30-7:30pm
One student per shift for a total of 21 Students

**Physical Aspects of this position:**
This position requires walking, standing, sitting, reading and communicating face to face with visitors and medical staff

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Last Update: 8/2018, 11/2018