Title: Herbert -Herman Cancer Resource Center

Position Reports to: Cancer Center
Location: Herbert Herman Cancer Center
Age of Population Served: Adult

General Purpose:
Patients and family members are often in need of accurate information about their illness to empower them to take control of their health and make the best choices possible. The Robert M. Holmes library is named after a community physician with a family dedicated to supporting Sparrow's patients with the best care possible. Today the resource center is a joint volunteer staffing venture with Sparrow and the American Cancer Society for the benefit of our patients. Computers loaded with approved and accurate, up to date information along with paper literature, help patients focus in on the best information possible for their care plan.

The ideal volunteer for this role is positive, warm and welcoming to patients and their support system. Familiarity and comfort with computers is a plus, but we will also provide all the training needed.

Essential Duties:
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.

- Welcome patients to the Robert M. Holmes Resource Center.
- Introduce and explain the resources we have available. Refer any questions beyond the resource center to Cancer Center Manager for follow up.
- Round on patients using prepared scripting to introduce them to the free services the American Cancer Society and HHCC have in place.
- Provide support as needed to patients and support system for computers, printing, finding resources.
- 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.
- Restock information booklet rack.
- Volunteers may occasionally be asked to help with miscellaneous jobs, i.e. labeling, mailing, etc.

Required Responsibilities of the Volunteer:
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- 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 test.
- Must have flu vaccination between the months of November 1-March 30.
- 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

**Physical Aspects of this position:**
This position requires standing (40%), walking (20%) sitting (40%), light lifting, reading and communicating face to face with visitors and medical staff. This position also uses a computer.

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<th>N/A</th>
<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
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<td>Bending/Twisting</td>
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<td>Listening on the phone</td>
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**Work Environment:**
The Robert M. Holmes Resource Center is located in the lobby of the Herbert Herman Cancer Center. Since the area is in a public space, the noise level can vary.

Last updated 6/17, 7/2018