Description and Purpose of the Unit:
We are a Sparrow Outpatient Rehabilitation clinic located in the Health Science Pavilion, 2900 Hannah Blvd, Suite B102, in East Lansing. Our population consists of patients from adolescence through the elderly. We treat numerous diagnoses of the cervical, thoracic and lumbar spine, upper and lower extremities and concussions. The Sparrow Industrial Rehabilitation clinic is also located in this department. Industrial Rehabilitation does work hardening/conditioning, functional capacity evaluations, jobs screens and ergonomic assessments for our caregivers as well as the community. Our department has 5 Physical Therapists, 2 Occupational therapists and 1 Physical Therapy Assistant.

*Student volunteer should be pursuing a career in therapy or other health field. Adult volunteers are welcome as well.

Age of population served: Adult (18-64) & Geriatric (65 and older)

Responsibilities:
- Retrieving hot/cold packs and modalities for clinicians.
- Cleaning and organizing the department.
- Taking Care of Clean linen – stocking shelves
- Miscellaneous tasks requested by the office staff/clinicians

Qualifications:
- 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.
- Must be able to work well independently with little supervision.
- Must be accurate in the performance of duties.
- Vision, speech and hearing correctable to normal levels.

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 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.

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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Supervision:
The OP Rehab volunteer coordinator provides the day-to-day supervision. Overall responsibility rests with the Director of Volunteer Services.

Volunteer Times:
M-F, any 2.5 hours between 7:00am-12:00pm or any 2.5 hours between 1:00pm-5:30pm.

1 student per shift, 10 total volunteers.