Position Title: Hello Hospital – St. Lawrence Campus

Description and Purpose of the Unit:
Hello Hospital is an interactive, hands-on program for first grade students at the St. Lawrence Campus of Sparrow Hospital. It is the intent of the program to give children awareness of hospital procedures and service workers. By attending the program, some of the fears children have with hospitals may be eliminated. A volunteer in this weekly program will participate with small groups of children teaching them about x-rays, blood tests, microscopes, patient rooms, and surgery.

Age of population served: Six and seven-year old students and parents.

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.
- Welcome teachers and student groups.
- Present the “Hello Hospital” video.
- Monitor “hands-on” stations and explain each station to students (scripting will be given to you).
- Answer general questions about the program and services of Sparrow and general information about careers in health care.

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 enjoy working with children.
- Vision, speech and hearing correctable to normal levels.

Required Responsibilities of the Volunteer: *Must have reliable transportation: bus transportation is unavailable
- 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 if volunteering 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:

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Work Environment:
Hello hospital volunteers work with groups of six and seven-year old children and should expect the noise level to be moderate to loud. Climate should be relatively normal.

Supervision:
The Hello Hospital President provides supervision. Overall responsibility rests with the Director of Volunteer Services.

Volunteer Times:
Groups are held from 9:00 -11:30 on various Tuesday’s and Thursdays from August - June. 2 volunteers per shift, 4 total volunteers

Revised 8/10, 7/13, 7/15, 7/16, 7/18