Position Title: Quiet at Night Volunteer – 4 South

Description and Purpose of the Unit: This position directly supports a nationally recognized campaign to improve the sleep and healing of patients in a hospital setting.

The Quiet at Night Volunteer’s primary role is to visit each patient within a unit to provide education on steps we can take to ensure they have a quiet and restful night of sleep. The Volunteers have a general script for giving patients headphones for the television, earplugs to reduce noise, and will ask the patient for feedback on improving their sleep environment. The volunteer also shuts doors and rounds throughout the unit to ensure doors have been shut or left slightly ajar for patients at risk for a fall.

In the pilot phase of this position, the scope of the volunteers’ role will be to improve nationally reported patient satisfaction ratings relating to meeting patients' expectation for rest, sleep and a quiet environment.

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

Key Responsibilities:
- The volunteers will be expected to learn a simple scripting that is supportive of Sparrow's effort to deliver a quiet night for the patient to rest and sleep. The scripting will be aimed at educating patients about measures we can take to ensure they are able to sleep as well as resolve issues that prevent them from rest.
- The majority of the volunteer’s time will be spent visiting with patients.
- The Quiet at Night Volunteers will also provide feedback through evaluation of the project on a regular basis.

Required Skills/Traits/Experience
- Students will need good communication and people skills to be able to interact with many different kinds of people in a culturally sensitive manner.
- Previous customer service experience is required. The volunteer will be expected to help evaluate the effectiveness of the program and opportunities for improvement.
- Innovative! We need people who have an eye for delivering a higher level of customer service.
- 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 test.
- 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 and walking for periods of time and requires the volunteer to be alert, calm and professional at all times. This position does not include lifting patients, assisting ambulating, bathing, feeding activities or patient documentation. This role is carried out in patient rooms with direct patient contact.

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<th>Rare</th>
<th>Occasionally</th>
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**Supervision:**
Directly responsible to charge nurse on duty. Overall responsibility rests with the Director of Volunteer Services.

**Days/ Times**
Monday – Sunday, between the hours of 8:00 p.m. and 10:00 p.m. 1-2 volunteers per shift, up to 14 volunteers total.

7/13, 7/15/15