Position Title: Senior Health – Sparrow Health Center, 2909 E. Grand River

Description and Purpose of the Unit: Senior Health Center is a primary care practice for patients 65 years of age and older.

Responsibilities:
- Patient contact at various stations within the clinic; ample opportunity for one-on-one contact.
- Work with staff to research and develop resources for library for use by patients, family members and general public.
- May also assist in researching requests for staff and some clerical support.

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 have computer and Web knowledge.
- Must be able to work well independently with little supervision.
- Must be accurate in the performance of duties.

Requirements: * MUST HAVE RELIABLE TRANSPORTATION

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. Obtain an annual flu vaccination and provide proof to Volunteer Services.
- 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:**
The Practice Manager provides the day-to-day supervision. Overall responsibility rests with the Director of Volunteer Services.

**Volunteer Times:**
Wednesday or Thursday, 9:00 – 12:00 p.m., 1 volunteer total

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