Position Title: Wound Clinic – St. Lawrence Campus

Description and Purpose of the Unit: The Wound Clinic offers volunteers a unique, weekly shadowing experience of physicians with different subspecialties, including plastic surgery, vascular surgery, podiatry, and more. In addition, the volunteer will assist the Wound Clinic Caregivers with reminder phone calls and other business office tasks.

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

Responsibilities:
- Provide general assistance to all Wound Clinic staff.
- Put up and/or take down holiday decorations.
- Assist patients and families including those with children by giving them coloring books, crayons, and stickers.
- Provide beverages to patients in the waiting room.
- Invite patients back to an exam room.
- Retrieve dressing supplies for the staff.
- Shadow a wound care physician.
- Make chart packs and/or stuff charts.
- Make patient appointment reminder phone calls.

Qualifications and skills needed:
- 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
- Vision, speech and hearing correctable to normal levels.

Required Responsibilities of the Volunteer: MUST HAVE RELIABLE TRANSPORTATION
- 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.

Supervision:
The Charge Nurse or Office Manager provides the day-to-day supervision. Overall responsibility rests with the Director of Volunteer Services.

Volunteer Times:
Mon-Fri 8:00am-Noon; 12:30pm-4:30pm, 1 volunteer per shift, Total of 10 volunteers

Physical Aspects of this position:
This position requires sitting, answering phones and frequent short walks most of a 4-hour shift. The position requires using a computer, telephone.

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