Summer Teen
Volunteer Services Position Description

Title: Outpatient Care Unit (OPCU)-Phase II-Post-Op
Position Reports to: Outpatient Surgery Department
Location: Sparrow Campus-Lower Level
Age of Population Served: ALL

General Purpose: Volunteers serving in the Outpatient Surgery Department provide assistance to patients, families and caregivers within the department. We are looking for people who are friendly, joyful, upbeat and able to engage in a light conversation so our patients conclude their visit with a positive impression of Sparrow.

Essential Duties:
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.

- Discharge patients by wheelchair to the main lobby and to their vehicles.
- Stocking blanket warmers and other areas as needed
- Move cleaned stretchers from post-op to pre-op
- Occasionally complete other tasks when asked by a caregiver.
- Engage with patients and family while discharging.

Required Responsibilities of the Volunteer:
- Demonstrate knowledge and maintain respect for patient’s right to privacy by following the HIPAA Privacy and Security policies and procedures.
- Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, and Excellence).
- Role model behaviors that value diversity of our patients, volunteers, associates, 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).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Volunteer once a week for two hours.
• In the event of an absence (planned or otherwise), contact the unit AND the Youth Volunteer Coordinator
• Maintain proper uniform including wearing the Sparrow ID Badge

**Physical Aspects of this position:**
This position requires a walking, standing and moving most of a two-hour shift. The position requires going into patient rooms and going outdoors. This position also requires the ability to push wheelchairs with up to 200 lb of weight.

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<th>Rare</th>
<th>Occasionally</th>
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<td>Unassisted Lifting</td>
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**Work Environment:**
The Outpatient Care unit is located in the lower level of the main hospital. The work requires pushing wheelchairs and going outdoors for patient discharge.

Available Shifts: One per shift
Monday through Friday – 2:00pm – 4:00pm
Last updated 2-13, 4-15, 4-17, 4-18, 4-19