Title: Lobby Greeter
Position Reports to: Volunteer Services Department
Location: Sparrow Main Lobby
Age of Population Served: ALL

General Purpose: Volunteers serving as a lobby Greeter warmly welcomes visitors to Sparrow’s campus. He or she provides wheelchair and walking escort assistance to guests as needed to locations. In addition, he or she assists with questions, directions and helps to connect the guest with services as needed.

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.

- Cordially greets visitors and patients upon arrival. Ascertains patients’ and or visitors’ needs and directs them accordingly.
- Assist patients and visitors by obtaining wheelchairs or other services as needed.
- Escorts or transports patients who need help to their destination within the hospital.
- Assist patients entering or exiting vehicles.
- Assist patients in calling for a cab as needed.
- Contacts Service Response for assistance when necessary for the lobby and entrance areas.
- Monitors the overall appearance of the hospital entrance.
- Performs related duties as required.

Required Responsibilities of the Volunteer:
- Demonstrate knowledge and maintain respect for patients 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) and the Sparrow Volunteer Promise.
- 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, Durations, Explanation, Thank).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Volunteer one three-hour shift each week (8 week minimum).
• 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 3-hour shift. This position also requires the ability to push wheelchairs with up to 200 lbs of weight.

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<th>N/A</th>
<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
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<td>Unassisted Lifting 0-10 lbs</td>
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<td>31-50</td>
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<td>Standing</td>
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<td>Listening on the phone</td>
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**Work Environment:**
The Lobby Greeter is stationed in the main lobby of the hospital near the Information Desk but their work brings them to most areas of the hospital including patient rooms. Since the work area is in a public space, the noise level can be loud and the climate changes with the season as this position requires going outdoors under a covered area.

Days and hours of service – Monday through Friday, 8am-10am and 10am to 12pm

Last updated 5-18, 4-19