Volunteer Services Position Description

Title: Heart Center Volunteer  
Position Reports to: Heart Center Staff  
Location: Sparrow Campus  
Age of Population Served: Adult

General Purpose: To provide a welcoming atmosphere in the Heart Center waiting room for patients and family members. Volunteers keep family members informed as to where the patient is within the process (i.e., cath lab, returning to the cardiac recovery care unit, and inform families when a delay occurs).

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.

- Welcome patients and visitors to the waiting room.
- Become familiar with the names of all patients and families as well as the location of the patients.
- Update families on patients’ status as requested and when appropriate, (refer specific questions regarding treatment to clinical staff).
- Make coffee and maintain condiment supplies (makes sure patients are not drinking prior to testing).
- Direct or escort patients and/or visitors to restrooms, cafeteria, etc.
- Provide emotional support for patients and families, identifying special needs.
- Answer telephone and make calls requesting patient updates.
- If a concern arises, be sure to inform the staff.

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, 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, Durations, Explanation, Thank).
• Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
• Must commit to two 3-hour shifts per month and 35 annual hours. Substitute volunteers are required to work one shift each month with total annual hours of 18. (Shifts are during lunch 11:30-3:00)
• Attendance at annual meeting is encouraged.
• In advance of a planned absence, arrange for a substitute.
• Maintain proper uniform including wearing the Sparrow ID Badge
• Pay Annual membership dues of $3.00 to support general group activities and the Sparrow Women’s Hospital Association.

Physical Aspects of this position:

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<th>Factor</th>
<th>N/A</th>
<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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<tbody>
<tr>
<td>Unassisted Lifting</td>
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<td>0-10 lbs</td>
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<td>Standing</td>
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<td>Walking</td>
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<td>Sitting</td>
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<td>Carrying</td>
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<td>Bending/Twisting</td>
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<td>Pushing</td>
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<td>Listening on the phone</td>
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Work Environment:
The Heart Center Volunteers perform their duties in a family lounge.

Last updated 7/11