Volunteer Services Position Description

Title: Neuro Navigator Family Lounge
Position Reports to: Neuro ICU, Stroke Unit, Neuro Step-Down Unit
Location: Sparrow Campus
Age of Population Served: Adult

General Purpose: Volunteers serving in the Neuro Navigator Family Lounge greet visitors to the units, provide information assistance on patient location, escort new families to the nurses’ station and offer appropriate support to visitors using the lounge. The volunteer group supports the Neuro Intensive Care Unit (NICU), Stroke Unit, and Neuro Step-down Unit.

Having a loved one in the hospital is a stressful experience where volunteers can provide invaluable support for family members. The ideal volunteer for this position is an individual that has the emotional maturity to respect boundaries, demonstrate empathy, and recognize potentially critical situations where additional assistance or information is needed. After the initial training, the volunteer works alone on the shift, but has the support of unit manager and charge nurse to refer questions and concerns.

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 guests to the units and escort new guests to the nurses station if there is not a security hold
- During each shift, be familiar with the families in the lounge and the name and location of their patient.
- Adhere to the patient privacy policies and be familiar with how the codes appear on the census sheet or within the computer system.
- Be available to the families as a “listener” while being sensitive to those who wish to be left alone.
- Communicate with other volunteers through the logbook concerning scheduling, supply orders, policy changes, etc.
- Become familiar with the hospital’s physical layout.
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.
- Commit to at least one year of volunteer Service to Sparrow and attend two group training and information meetings each year.
- Volunteer a minimum of 50 hours annually after the initial year.
- Maintain proper uniform including wearing the Sparrow ID Badge
- Pay Annual membership dues of $1.00 to the Sparrow Women's Hospital Association.

Physical Aspects of this position:
This position requires walking (30%), sitting (80%), light lifting, reading and communicating face to face with visitors and medical staff. This position may also include the use of the computer to access the census list.

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<th>Occasionally</th>
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Work Environment:
The Neuro Navigator’s workstation is located in an office next to the family lounge. Since the area is in a public space, the noise level may be loud. The coffee station is in the area and requires cleaning, stocking and making coffee.

Last updated 6/11, 8/010