Volunteer Services Position Description

Title: ETC/Office Support Volunteer
Position Reports to: Varies depending on the dept placed
Location: Sparrow and St. Lawrence Campus
Age of Population Served: Adult

- **General Purpose:** Volunteers placed in ETC or Office Support provide various support functions that vary depending on the nature of the assignment. Volunteers serving in the function do not have a volunteer president supporting them. The volunteer typically reports directly to the unit or department that requested assistance. Assignments include:
  - **On-Call** – these are Office Support Volunteers and their talents are used for mailings, stuffing packets, other types of one-time or short term needs. Volunteers are called when an assignment is available.
  - **Office Support Volunteers** - placed in departments or offices on a long-term basis.
  - **ETC Volunteers** - typically serve in a variety of placements that are not organized as a formal group. These assignments also include positions where a volunteer approached a department to gain experience or exposure to a career path that are not covered through the college program. These positions need prior approval from the department.

**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.*

- If the position is not located on either campus, the volunteer must record his or her hours on their own and submit a record of the hours worked to the Volunteer Services Department on a quarterly basis. A form will be electronically sent prior to each quarter. The due dates for the hours are as follows: April 15; July 15; October 15 and January 15th.
- If the position is available at Sparrow or St. Lawrence, it is the responsibility of the volunteer to sign in at the computer by the discharge
door to record his or her hours. The Staff in the Volunteer Services Office is available to show volunteers how to record hours. Volunteers must bring their new ID badge to the Volunteer Office to have it registered to work so the hours can be recorded.

- The specific duties of the Office Support or ETC positions will be given to each volunteer during the placement interview and will be based on the request by the department seeking volunteer assistance.

**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.
- Maintain proper dress code including wearing the Sparrow ID Badge
- Pay Annual membership dues of $1.00 to the Women’s Hospital Association. Your notice of membership dues will be sent via email and the fee can be paid at the Volunteer Office.

**Physical Aspects of this position:**

Typically the work can involve repetitive movements for on call positions. Typical Office Support positions could include a variety of tasks from listening and talking on the phone, using the computer, standing, sitting, walking and filing. ETC positions can vary greatly depending on the task.

**Work Environment:**

The typical work environment is that of a professional office.

Last updated 8/11