Volunteer Services Position Description

Title: Mary Magdalen League – Gift Shop
Position Reports to: Shop Manager & Executive Board
Location: St. Lawrence Campus
Age of Population Served: ALL

General Purpose: To maintain and operate the Gift Shop for the benefit of the patients, visitors, associates and hospital fundraising efforts.

We are looking for mature people who are friendly, joyful, upbeat and able to engage in light conversation.

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.

May include all or some of the following:
- Sell merchandise.
- Accept payment and make change.
- Maintain stock.
- Buy merchandise for a specific department.
- Arrange display cases.
- Maintain accurate record of sales and cash.
- Take inventory.
- Mark in merchandise.

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.
• Volunteer a minimum of 52 hours annually after the initial year.
• In advance of a planned absence, arrange for a substitute.
• Maintain proper uniform including wearing the Sparrow ID Badge
• Pay Annual membership dues of $12.00 to support general group activities and includes $1.00 to the Sparrow Women’s Hospital Association.

Physical Aspects of this position:

<table>
<thead>
<tr>
<th>Factor</th>
<th>N/A</th>
<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unassisted Lifting</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>0-10 lbs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11-30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31-50</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standing</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Sitting</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bending/Twisting</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pushing</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listening on the phone</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Work Environment:
The gift shop is located off the main lobby of the hospital therefore the noise level may be loud. Changes in temperature may be frequent because of the close proximity to the front door.

Last updated 7/11, 8/07