Position Title: 8 West - Sparrow Specialty Hospital

Description and Purpose of the Unit: Sparrow Specialty Hospital is located on 8 west of the main hospital building. The patients are very diverse and can be quite ill. These patients have multiple medical diagnoses which may include respiratory failure, kidney failure, diabetes, congestive heart failure, COPD, sepsis, complex wounds. The volunteer will provide comfort measures and assist caregivers with various duties.

Age of Population Served: Adult (18-64) & Geriatric (64 and above)

Responsibilities:

Environmental Assistance:
- Tidy occupied as well as unoccupied rooms
- Return equipment to appropriate storage areas
- Empty trash cans in patient rooms and workstations
- Stock supply rooms
- Clean nursing PODS including cabinets
- General stocking pantry, linens
- Hand Hygiene monitoring

Patient Assistance:
- Provide comfort care and communication for patients, family members, and visitors.
- Conduct frequent rounds to determine actual and potential needs of patients and their family members
- Answer call lights
- Pass fresh drinking water, make coffee
- Check with the nurse to see if patient wants to be read to or sat with

Caregiver Assistance:
- Always ask Caregivers if there is anything you can do to assist them
- Make admission packets/folders, stock copiers, make copies
- Run errands to the cafeteria, laundry room and lab

Qualifications and skills needed:
- Students will need excellent communication and people skills to be able to interact with many different kinds of people in a culturally sensitive manner
- Must be mature and act in a professional manner that is consistent of the Sparrow I CARE Values
- Must be self-motivated and proactively seek out opportunities

Required Responsibilities of the Volunteer:
- Must be registered with Sparrow’s Volunteer Department
- Must complete the Sparrow Hospital Orientation, unit training and annual safety training
- Must adhere to the agreed upon work schedule
- Maintain proper uniform including wearing the Sparrow ID Badge
- Must provide proof of a negative TB test.
- Must have flu vaccination between the months of November 1-March 30.
- Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence)
- Role model behaviors that value the diversity of our caregivers, patients, volunteers, and customers and supports creating an environment that is inclusive, welcoming and respectful.
- Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Adheres to policies and procedures designed to avoid, prevent and reduce the spread of communicative diseases.
- Demonstrate knowledge and maintains and respects patient right to privacy by following the HIPAA Privacy and Security Policies and procedures.

**Supervision:**
Directly responsible to the Clinical Services Manager, Operations Assistant or Charge Nurse. Overall responsibility rests with the Director of Volunteer Services.

**Volunteer Times:**
5 days a week, M-F, 8:00-11:00a.m. or 11a.m.-2p.m.
1 student per shift for a total of 10 Students.

**Physical Aspects of this position:**
This position requires walking, standing, sitting, reading and communicating face to face with visitors and medical staff.

<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></td>
<td></td>
<td></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></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Walking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Sitting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Carrying</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Bending/Twisting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Pushing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

Created 1/18
Revised 7/2018