Position Title: Diabetes & Endocrinology—Health Science Pavilion

Description and Purpose of the Unit:
Diabetes & Endocrinology Services sees patients in the clinic for all endocrine related conditions. We have six Providers who help diagnose and treat each patient. In addition, we have Dieticians and Nurses who provide patients with the tools to self-manage their Diabetes. They see patients individually and/or in groups to provide this education.

Age of population served: The population we serve is primarily adults (18 or older). We have a few pediatric patients who come to our clinic but not many.

Responsibilities:
Routine duties for volunteers may include:
- Collating and filing, xeroxing, organizing forms to be included in patient charts, collecting data from education evaluations (from patients) and tabulating data. You may be asked to contact patients for reminder phone calls.
- Those with computer skills may enter data into database.

Qualifications:
- Must have computer and Web knowledge.
- Must be able to work well independently with little supervision.
- Must be accurate in the performance of duties.
- Vision, speech and hearing correctable to normal levels.
- Students will need good 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

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 skin test.
- 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.

Physical Aspects of this position:
This position requires sitting, answering phones and frequent short walks most of a 4-hour shift. The position requires using a computer, telephone.

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<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
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<td>Unassisted Lifting</td>
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<td>Listening on the phone</td>
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Supervision:
The Manager and Supervisor provide the day-to-day supervision. Overall responsibility rests with the Director of Volunteer Services.

Volunteer Times:
Monday-Friday 8:00am-5:00pm (student selects the 4-hour shift) – 1 volunteer total

Revised 5/10, 11/14, 7/15, 8/16