Volunteer Services Position Description

Title: Emergency Department Customer Service Volunteer
Position Reports to: Emergency Department
Location: Sparrow Campus
Age of Population Served: ALL

General Purpose:
The Emergency Department Customer Service Volunteer will support patients and family members in the waiting room to ensure their comfort and minimize the impact of potentially long wait times. The Customer Service Volunteer will round on patients and their families, using the approved scripting, in the waiting room to offer comfort items and activities to help pass the time. The Customer Service Volunteer will receive training to help him or her be able to appropriately respond to patient and guest needs. This role is available from 1pm to midnight, 7 days a week and shifts are typically four hours.

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.

- Make contact with each patient and guest using the waiting room.
- Offer comfort cart items to each patient as appropriate – puzzles, blanket, toys, etc.
- Attend training to ensure knowledge of appropriate scripting for interactions and requests for information.
- Assist patients and guests with questions, concerns and directions where services are located.
- Use scripting to manage up the expert care team in an effort to reduce patient fears and anxiety.
- Recognize unusual anger/fear of patients and significant others and refer issues to appropriate staff.
- Assist in additional duties assigned by the caregivers.
- Available to volunteer for 4 hour shifts between 1pm and midnight. This Position is available 7 days a week.
Required Responsibilities of the Volunteer:

- This position requires extensive training. Following the acceptance as an Emergency Department Volunteer, the Volunteer Services Department will email a training packet to the volunteer to read on his or her own. The Volunteer will sign up for a 2-3 hour session with the ER staff that will include Q&A from the training materials, a tour of the emergency department and Q&A from the tour. The volunteer will then sign up for three 4-hour shadowing sessions each with a Health Unit Coordinator, Patient Care Tech and a Nurse. The Volunteer should arrive to the tour with three dates and times of availability for each training session.
- 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, and 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, and Thank).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Obtain an annual TB Test
- In advance of a planned absence, arrange for a substitute.
- Maintain proper uniform including wearing the Sparrow ID Badge
- Pay Annual membership dues of $1.00 to support the Sparrow Women’s Hospital Association.

Physical Aspects of this position:
This position requires walking, standing and moving most of a 4-hour shift. The position requires going into patient rooms, going outdoors, and talking with patients and visitors that may be upset, anxious and in pain. This position also requires the ability to push wheelchairs with up to 200 pounds of weight.

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<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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<td>Unassisted Lifting 0-10 lbs</td>
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<tr>
<td>Listening and talking to patients and visitors</td>
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**Work Environment:**
The Emergency Department workload can be unpredictable because of walk-in patients, etc. This position requires mostly walking, standing, some sitting. This position requires sound judgment, empathy and maturity in handling sensitive issues from patients and family members.

Last updated 10/7/16, 6/1/17