Volunteer Services Position Description

**Title:** Helping Hands  
**Position Reports to:** Mother/Baby Center  
**Location:** Sparrow Campus  
**Age of Population Served:** Adult/Infant

**General Purpose:** Helping Hands volunteers serve in several areas to provide support to nursing, patients and infants. The areas frequented by Helping Hands Volunteers include: Mother Baby Center, Regional Neonatal ICU (RNICU) and the Special Care Nursery. In Mother Baby, volunteers support patient care by setting up patient rooms with supplies, delivering juice and supplies to mothers, discharging patients and offer aid in the nursery and on the maternity floor. In the RNICU and Special Care Nursery, volunteers help stock items, fold laundry and at a nurses’ direction, hold and read to infants.

The ideal volunteer for this position, is an emotionally mature individual seeking to make a weekly volunteer commitment for at least one year. The role is available seven days a week with a special need for times very early in the morning and early and late evenings. This role requires extra health screenings that are at the volunteer’s expense which include MMR Titer and TDAP for Pertussis. The health screenings need to be submitted to Volunteer Services before a new volunteer can attend training for this role. All artificial nails, including nail polish, is prohibited in this area. Please note, Sparrow does not hire individuals who use nicotine or tobacco products.

The training for this role is extensive and includes a class training, individual or small group training and shadowing experiencing. Training sessions occur only a few times a year, so potential volunteers may experience a delay before they can participate in this role.
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.

Stocking in Special Care Nursery and RNICU:
- Observe the three-minute hand washing protocol upon entrance to both areas. No artificial nails or polish in this area.
- Ensure that cupboards, bassinets and closets are stocked with supplies.
- Clean equipment when asked
- Fold baby clothes and blankets as needed
- Answer phones and direct callers.
- Assist with screening visitors at the doors
- Assist nursing staff with additional tasks
- Assist with infant care including rocking and reading to babies.

OB Waiting Room:
- Assist families and visitors with questions and directions to patient rooms.
- Ensure the kitchen area is clean and stocked.
- Contact Environmental Services if room needs attention.

Mother Baby Center:
- Observe the hand wash/sanitize rule upon entrance and exit to each patient room.
- Assist families and visitors with questions and directions to patient rooms.
- Set up rooms for new patients.
- Ensure the kitchen area is clean and stocked.
- Offer juice and water to patients. Deliver supplies as needed
- Assemble paper packets and discharge bags.
- Answer phones and direct callers.
- Assist with screening visitors at the doors.
- Ensure that cabinets are stocked with supplies.
- Transport mother and babies to their car upon discharge from the hospital.
- Assist staff with additional tasks.

Infant Rocking in RNICU and Special Care Nursery:
- Observe the three-minute hand washing protocol upon entrance
- Special focus on holding infants with Neonatal Absence Syndrome
- Ask Charge Nurse for direction on which infants need assistance.
- Check with patient’s nurse prior to interaction for approval
- Clear individual expectations with nurse about changing the infant
• Seek direction/clarification from the patient's nurse on questions regarding the infant or before doing anything extra with the infant

Required Responsibilities of the Volunteer:
• Health Requirements: Obtain MMR Titer or get MMR vaccine from your personal physician prior to serving, get the Tdap vaccine or proof, and have a TB Skin test performed.
• Obtain an annual flu vaccination and provide proof to Volunteer Services
• Successfully complete position training (approx. 15 hours over several shifts)
• Must abide by the three-minute hand washing protocol upon entering the Special Care Nursery, RNICU and must wash in and out of each patient room in Mother Baby and nursery.
• Participate and complete all trainings as required by Volunteer Services.
• Attend semi-annual group meetings to maintain training and knowledge.
• Able to commit to a weekly schedule or find a substitute in advance of an absence. Inform the group president in advance of a planned absence.
• 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) and Volunteer Promise. 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.
• Commit to at least one year of volunteer Service to Sparrow and attend two group training and information meetings each year.
• Volunteer a minimum of 80 hours annually after the initial year.
• Maintain proper uniform including wearing the Sparrow ID Badge
• Pay Annual membership dues of $1.00 to the Sparrow Women’s Hospital Association.
**Physical Aspects of this position:**
This position requires walking (40%), standing (40%) sitting (20%), light lifting, reading, holding an infant, and communicating face to face with visitors and medical staff. Must be able to stand without assistance, be steady on feet and able to lift self while holding an infant from a sitting position without issue to avoid a potential danger to an infant.

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<th>Factor</th>
<th>N/A</th>
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<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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<td>11-30</td>
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<td>31-50</td>
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<td>Standing</td>
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<td>Walking</td>
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<td>Listening on the phone</td>
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**Health Considerations for this position:**
Due to health risks, if a volunteer is pregnant, she should not volunteer in this area.

Chicken Pox can be very dangerous to a newborn. If you have NOT had Chicken Pox and have been recently exposed, do not volunteer until you have been cleared to serve by your physician and Sparrow. Please call the Director of Volunteer Services in the event of exposure.

A Measles, Mumps, Rubella Titer or proof of the MMR immunization must be provided before volunteering in Mother/Baby. In addition, the Tdap booster or vaccination is required for protection against Pertussis. Annual flu vaccine is a requirement.

Volunteers in this area are not permitted to have nail polish or any type of artificial nails. Nails should be cut short and all jewelry needs to be removed during the three-minute hand scrub and not worn in the nurseries.

**Work Environment:**
The Helping Hands Volunteers perform their duties on the Mother/Baby, RNICU, and Special Care Nursery. The work requires pushing wheelchairs and going outdoors when a mother and baby are discharged from the hospital. Other types of work take place in patient rooms, offices and in the nursery.

Last updated 6/11, 8/010, 8/11, 6/13, 4/16, 6/17, 10/17