

# Sparrow Health System Volunteer Services

## POSITION DESCRIPTION

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**Title:** Flower Delivery- suitable for a family opportunity

**Location:** Sparrow Campus

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**Purpose:** To deliver flowers and other gifts to patients on the Sparrow main campus.

**Responsibilities:** Maintain a list of floral arrangements (flower tracking sheet) for patients and staff. Record time received, description of arrangements, florist's name, and patient's name and room number.

As the items are delivered, have the recipient initial the order and never leave a delivery in an empty room.

It is important that volunteers respect patient privacy, and with that in mind, names on the cards are to be hidden from view when transporting items in the halls, elevators, etc. Further, it is important to knock on the patient's door, announce yourself and ask permission to come in prior to entering the room.

We also ask that delivery volunteers notify the staff at the front desk when you come on to duty and check with them before leaving to make sure all deliveries have been completed. On occasion, you may be asked to help with other tasks.

**Requirements:** Must be registered in the Department of Volunteer Services.  
Must attend volunteer orientation and on the job training.  
Must commit to one year of service with a minimum of 40 hours per year.  
Must find own substitute when planning on being absent.  
Must pay annual membership dues of \$1.00  
Must wear light blue smock/jacket or light blue polo shirt and Sparrow photo ID badge while on duty.  
Must obtain TB skin test annually.  
Serve as a role model for consistent demonstration of Sparrow Health System's Customer Service Behavioral Standards of Performance, by respecting the Privacy and Confidentiality of those we serve.

Demonstrate knowledge and comply with all procedures and protocols with regard to patient confidentiality, HIPAA, and safety codes.

**Qualifications:**

Must possess a friendly, helpful attitude.  
Become familiar with the physical layout of hospital.  
Knowledge of Sparrow Hospital's security procedures.  
Knowledge of Information Services Volunteer Manual.  
Knowledge of resources available within the hospital.  
Exhibit discretion, maturity, and confidentiality at all times.  
Ability to recognize special emergency and security situations.

**Supervision:**

The Teen Coordinator will supervise the flower delivery volunteers. In addition, the flower delivery volunteers work with the visitor assistants on their shifts. Should a problem arise, the visitor assistants and the Volunteer Services Department are both available to help resolve the issue.