

**Sparrow Health System  
Volunteer Services**

**POSITION DESCRIPTION**

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**Title:** Kind Companions – Specialty Hospital

**Location:** St. Lawrence Campus

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**Purpose:** The purpose of a Kind Companion is to add another dimension to our healing place. They are healing presences who provide human warmth and caring that contributes to the spiritual and emotional well being of our patients who have an average length of stay of 25 days.

**Responsibilities:**

**Overall**

- Provide emotional and practical support to patients utilizing a variety of methods, including but not limited to conversation, playing games, helping with pet and music therapy, offering hand massages and taking walks.
- Function as liaison between patients, families, and staff.

**Specific (each visit)**

- Retrieve Patient Census Sheet from mailbox and make copy
- Retrieve Volunteer Notebook from shelf in nurses' station
- Take out previous census sheet and discard in the locked paper recycle bin
- Insert new patient census sheet
- Review volunteer communications
- Check census for new patients, discharges, and room number changes and update the notebook
- Review patient information and volunteer notes to determine which patients to visit and if activity cart is needed
- Make comments regarding patients you visited on the sheets provided in the notebook
- Record your time on the time card in the file box located at the nurses station

**Requirements:** Must be registered in the Department of Volunteer Services.  
Must attend volunteer orientation.  
Completion of additional training at Sparrow Specialty Hospital to include unit procedures, phone system, available resources, physical layout of Hospital, and isolation requirements.  
Must obtain a TB skin test annually.  
Must have knowledge of Standard Precautions, Blood Borne Pathogens and Confidentiality.  
Must commit to two hour shifts per week and 60 annual hours.  
Attendance at two annual meeting is required (scheduled every 6 months)

Must pay annual membership dues of \$5.00  
Must wear smock/jacket provided by the Hospital and photo ID badge while on duty.  
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 respect patient, service provider, organizational confidentiality and HIPAA Security procedures and protocols as defined under the HIPAA Privacy and Security Procedures.  
Follow established HIPAA privacy procedures when using and/or disclosing protected health information.  
Maintain and protect patient rights under the HIPAA Privacy Standards.

**Qualifications:**

Knowledge of Sparrow Customer Service Behavior Standards.  
Knowledge of resources available to patients and families.  
Ability to communicate well with patients, families, nurses, and other staff while exhibiting a warm, friendly, and caring attitude.  
Ability to solve minor problems tactfully, quietly, and quickly.  
Ability to handle criticism of the hospital in a constructive manner.  
Be aware of situations that might need a nurse's attention.  
Ability to walk and stand for up to 3 hours.  
Good interpersonal skills  
Ability to cope with sorrow and other expressions of grief in others

**Supervision:**

The Kind Companions President is in charge of the volunteer supervision. The back up to the President and the liaison to the volunteers is the Manager, Employee Services.