

Sparrow Health System Volunteer Services

Position Description

Title: Christopher League

Location: St. Lawrence Campus

Purpose: To provide psychosocial support to families of trauma patients; serve as liaison between family/patient/staff; assist staff in specified areas.

Responsibilities: Assist family - provide phone, coffee, explanations of delays.
Comfort and console as needed, provide privacy
Supervise children in waiting area or children waiting for adult's treatment to be completed.
Stay with patients /families as requested by staff.
Transport of patients (wheelchair, gurney or walking).
Deliver or pick up supplies, medications, specimens.
Assist in maintaining exam rooms - change linens.
Provide blanket for patient with staff approval.
Refill linen cart; restock shelves.
Assist in maintaining waiting area.
Make coffee, clean area and restock.
Assist with special projects, if needed.
Keep hallways uncluttered (wheelchairs, carts).

Requirements: Must register with the Department Volunteer Services.
Must attend volunteer orientation and on the job training.
Must wear authorized uniform and identification badge.
Must obtain TB test upon start and yearly thereafter.
Must be 18 years of age or older, mature, outgoing and self directed.
Must commit to 20 hours yearly minimum plus on call for disaster.
Must pay annual membership dues of \$1.00.
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: Able to respect patient privacy and confidentiality.
Able to relate to persons of all races, creeds, ethnic backgrounds, sex, age and disability.
Able to cope with frightened, confused or angry patients/family.
Vision, speech, hearing and ambulation corrected to normal levels.

Supervision: Direct supervision provided by the Charge Nurse.
Overall responsibility rests with the Program Coordinator of Volunteer Services.

Revised: July 2007