

# Sparrow Health System Volunteer Services

## POSITION DESCRIPTION

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**Title:** Information Desk - Escort/Information Desk

**Location:** St. Lawrence Campus

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**Purpose:** To facilitate communication between the patients and their family/friends.

**Responsibilities:** Provide directions to visitors.  
Pick up patient census printout from SSH and Hospice.  
Answer general questions regarding hospital.  
Answer phones for Information Desk.  
Answer phones for Escort when the volunteers are not at station.

**Requirements:** Must be registered in the Department of Volunteer Services.  
Must attend General Orientation and on the job training.  
Must obtain a TB test yearly.  
Must wear assigned uniform and name tag.  
Must obtain own substitute if unable to work.  
Must commit to 24 hours per year  
Must pay membership dues of \$1.00 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 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:** Must be able to accept persons of all races, creeds, ethnic background, sex, age and disability.  
Must respect patient confidentiality.  
Must be cheerful, pleasant and outgoing.  
Vision, speech and hearing correctable to normal levels.

**Supervision:** Direct supervision and overall responsibility rests with the Program Coordinator of Volunteer Services.