



Teen Volunteer Services Position Description

Title: Surgical Lounge

Position Reports to: Surgery Department

Location: Sparrow Campus

Age of Population Served: ALL

General Purpose: Volunteers serving as a Surgical Lounge volunteer work in either the surgical lounge. The essential role of the volunteer is assist the adult volunteer by escorting the patient's family to consultation rooms, recovery rooms and/or the Post-Op area when requested.

We are looking for volunteers who have a professional demeanor, comfortable adhering to organization processes, are able to handle multiple tasks and can stay calm during times that can be stressful.

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.

- Escort patient families to the consultation rooms, the recovery rooms and post-op
- Make complimentary beverages
- Disinfect pagers as they are returned by the patient's family member using only the green or blue top wipes.
- If time permits, help tidy up the Surgical Lounge.

Required Responsibilities of the Volunteer:

- 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).
- 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.
- Volunteer one two-hour shift each week.
- In the event of an absence (planned or otherwise), contact the Surgical Lounge and the Youth Volunteer Coordinator.
- Maintain proper uniform including wearing the Sparrow ID Badge
- Pay Annual membership dues of \$2.00 to support general group activities. This includes \$1.00 to the Sparrow Women’s Hospital Association.

Physical Aspects of this position:

This position requires sitting or frequent short walks during a 2-hour shift.

This position requires sitting and frequent short walks most of a 2-hour shift. actor	N/A	Rare	Occasionally	Frequently	Constantly
Unassisted Lifting 0-10 lbs 11-30 31-50		X X X			
Standing				X	
Walking				X	
Sitting				X	
Carrying		X			
Bending/Twisting				X	
Pushing		X			

Work Environment:

The Surgical Lounge Volunteers are stationed in the main surgical lounge. Since the workstation is in a public space, the noise level can be loud.

Available shifts – one per shift

Monday through Friday-one two-hour shift between 4:00pm and 6:00pm

Last updated 2-13