



Teen Volunteer Services Position Description

Title: Cardiac Step Down Unit

Position Reports to: CSDU Staff

Location: Sparrow Campus

Age of Population Served: Adults

General Purpose: A Teen Volunteer is to provide assistance to the staff of CDSU in their care of the patients.

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.

- Answering call lights.
- Preparing and passing ice water to patients.
- Emptying hallway disposal containers
- Talking to patients and family members.
- Assisting nurses and PCTs.
- Assist staff with additional tasks.
- Stock supply rooms. Stocking gloves in patient rooms.
- Run errands
- Tidy occupied as well as unoccupied rooms (clear bedside stand, remove trays and empty trash)
- Checking for unused IV pumps and returning to equipment storage (after cleaning)
- ALWAYS ask nurses if there is anything with which you may assist them.
- Completely close doors for empty rooms.
- For quiet purposes, close doors completely for any patient not at risk for a fall. For those patients at risk for a fall (falling star), the door may be left slightly open.
- Ensure patients have been provided ear plugs and head phones each evening.
- Assist unit Leadership with filing and other duties as assigned (Patient Medication Folders).
- Assist with transporting patients when discharged.

Required Responsibilities of the Volunteer:

- In the event of an absence (planned or otherwise), contact the Nurses' Station and the Youth Volunteer Coordinator.
- Students will need good communication and people skills to be able to interact with many different types of people as well as be sensitive to their needs.
- 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.
- Maintain proper uniform including wearing the Sparrow ID Badge
- Pay Annual membership dues of \$2.00 to support group activities. This amount includes \$1.00 to the Sparrow Women's Hospital Association.

Physical Aspects of this position:

This position requires walking, standing, sitting, reading and communicating face to face with visitors and medical staff

Factor	N/A	Rare	Occasionally	Frequently	Constantly
Unassisted Lifting 0-10 lbs 11-30 31-50				X	
Standing				X	
Walking					X
Sitting				X	
Carrying			X		
Bending/Twisting				X	
Pushing				X	

Work Environment:

Teen volunteer duties will generally be located on the unit with occasional errands to other areas of the hospital. The patients will generally be in their rooms and the Teen Volunteer will be making frequent trips in and out of the rooms in order to perform the duties for which they have been trained.

Available shifts: One per day

Monday through Friday: Two-hour shift between 4:00pm and 8:00pm TBD

Saturday and Sunday: Two-hour shift between 8:00am and 8:00pm TBD

Last updated 10-14