



## Teen Volunteer Services Position Description

**Title:** Escorts

**Position Reports to:** Transport Department

**Location:** Sparrow Campus

**Age of Population Served:** ALL

**General Purpose:** Volunteers serving as an Escort provide wheelchair assistance to patients upon discharge from the hospital to their vehicle. .

Our escorts may be the first person and usually the last person our patients and their families interact with during the hospital visit. We are looking for people who are friendly, joyful, upbeat and able to engage in light conversation so our patients conclude their visit with a positive impression of Sparrow.

### **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.*

- Assists in the transportation of discharged patients from a department to their awaiting transportation.
- Provide escort transportation to visitors and incoming patients needing wheelchair assistance.
- Learn the basics of the Tele-tracking system with the pager and phone to retrieve escort requests.
- Adhere to safe wheelchair transportation practices.
- Demonstrate knowledge of the hospital's physical layout.
- Close doors to any empty room.

### **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, and 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, Duration, 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 otherwise), contact the unit 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 amount includes \$1.00 to the Sparrow Women’s Hospital Association.

**Physical Aspects of this position:**

This position requires a walking, standing and moving most of a 2-hour shift. The position requires going into patient rooms, going outdoors, and includes listening on the phone and reading information from a pager. This position also requires the ability to push wheelchairs with up to 200 lb.of weight.

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

**Work Environment:**

The Escorts are stationed in the main lobby, but their work brings them to most areas of the hospital including patient rooms. Since the desk is in a public space, the noise level can be loud and the climate changes with the season as this position requires going outdoors under a covered area.

Available shifts: Two per shift(4:00-6:00 and 6:00-8:00); One per shift otherwise.

Monday through Friday: 4:00pm-6:00pm and 6:00pm-8:00pm

Saturday and Sunday: 10:00am-12:00pm; 12:00pm-2:00pm; 2:00pm-4:00pm; 4:00pm-6:00p

Last updated 2-13