



Teen Volunteer Services Position Description

Title: Flowers/Lobby/Sparrow Professional Building

Position Reports to: Volunteer Services Department and
Visitor Assistants

Location: Sparrow Campus/Sparrow Professional Building

Age of Population Served: All

General Purpose: The Information Services Volunteers deliver flowers, mail and gifts to patient rooms.

The ideal volunteer for this position is someone who enjoys delivering items to patient rooms and can do the necessary walking and pushing of the small delivery cart. Being able to work independently, with a professional demeanor, while following protocol for patient safety and privacy is required.

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.

- Record all incoming flower and gift deliveries
- Follow hand washing protocol when making a delivery
- Assist visitors and patients in need of wheelchair assistance.
- Serve the Sparrow Professional Building as needed by returning car keys to visitors with a valet tag.

Required Responsibilities of the Volunteer:

- Demonstrate knowledge and maintain respect for patient's 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/three hour shift per week.
- In the event of an absence (planned or otherwise), contact 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 sitting and frequent short walks most of a 2-hour shift. The position requires recording deliveries of flowers and gifts to the patients.

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

Work Environment:

The Information Services Volunteers perform their delivery duties within patient rooms on nearly every floor of the hospital. As the position requires traveling in and out of rooms, following the hand washing protocol is required.

Available shifts:

Monday through Friday: 4:00pm-6:00pm – Two per shift

Saturday and Sunday: 11:00am-1:00pm; 1:00pm-3:00pm; 3:00pm-5:00pm (one per shift-No flower deliveries on the weekend but many opportunities to assist visitors.)

Last updated 2-13