



Teen Volunteer Services Position Description

Title: Outpatient Surgery

Position Reports to: Outpatient Surgery Department

Location: Sparrow Campus

Age of Population Served: ALL

General Purpose: Volunteers serving in the Outpatient Surgery Department provide assistance to patients, families and caregivers within the department. 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.

- As directed by the staff, assemble forms for patient's charts.
- Discharge patients by wheelchair to the main lobby.
- Assist staff with moving beds and other equipment including retrieving items from other units.
- As directed by staff, assist with patients by gathering belongings and escorting family members to the patient.
- Restock supplies and run errands as directed by staff.
- Occasionally complete other tasks when asked by a caregiver.

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 once a week for 2 hours.
- 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, 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

Work Environment:

The Outpatient Surgery Department is located in the lower level of the main hospital. Most of the duties are located in the Outpatient Surgery department. The work requires pushing wheelchairs and going outdoors for patient discharge

Available Shifts: One per day

Monday through Friday – one two-hour shift between 4:00pm and 8:00pm.

Last updated 2-13