



Teen

Volunteer Services Position Description

Title: Radiology Volunteer

Position Reports to: Radiology Department

Location: Sparrow Campus

Age of Population Served: ALL

General Purpose: The Radiology Volunteers will assist the staff with services to patients/visitors with the goal of minimizing anxiety by creating an atmosphere that is as relaxing as possible. The volunteer will assist staff running errands related to patient care and in escorting patients/visitors to rooms in the department and patients as they leave the department.

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.

- Within the department and holding area, provide a comfortable environment for patients by engaging in conversation, offering a blanket, and when there are delays, work with the staff to keep patients and families informed.
- Bring patients to the treatment rooms as directed by the staff.
- Escort patients to other areas of the hospital as directed.
- Keep waiting room and treatment rooms clean and neat (i.e., remove dirty supplies, pick up trash, replace linen in cabinets, restock supplies, and call Environmental Services to empty trash.)
- When asked by an associate, run errands for the department.
- Give stuffed animals to children in the examining room.
- Keep track of blankets and toy stock.
- Occasionally complete assorted jobs when asked by an associate.

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.
- Volunteers must be 17 years old.
- Volunteer one two-hour shift per week.
- In the event of an absence (planned or otherwise), contact the Radiology Department and the Youth Volunteer Coordinator.
- Maintain proper uniform including wearing the Sparrow ID Badge.
- Pay Annual membership dues of \$2.00 to support the group activities. This includes \$1.00 for the Sparrow Women's Hospital Association.

Physical Aspects of this position:

This position requires walking, standing and moving most of a 2-3-hour shift. The position requires talking with patients and visitors that may be upset, anxious and in pain. This position also requires the ability to push wheelchairs with up to 200 pounds 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 and talking to patients and visitors				X	

Work Environment:

The Radiology Department workload can be unpredictable because of census, walk-in patients, traumas, etc. This position requires mostly walking, standing, some sitting. This position requires sound judgment, empathy and maturity in handling sensitive issues from patients and family members.

Available shifts: one per shift

Monday through Friday –two-hour shifts - 4:00pm-6:00pm and 6:00pm-8:00pm

Saturday and Sunday –two-hour shifts – 10:00am-12:00pm; 12:00pm-2:00pm;

2:00pm-4:00pm; 4:00pm-6:00pm

Last updated 2-13