

## **Volunteers for Botsford Center for Health Improvement (BCHI) and Total Rehabilitation & Athletic Conditioning Center (TRACC)**

Volunteers will work as team players with the Botsford Center for Health Improvement (BCHI) and Total Rehabilitation & Athletic Conditioning Center (TRACC) personnel to support our promise of an uncompromising commitment to excellence and quality in the delivery of personal and compassionate health care.

### **Responsibilities:**

- Provide a compassionate environment
- Assist in escorting and directing our guests, especially assisting those in wheelchairs
- Assist staff in the Diabetes & Nutrition Services area with data entry
- Assist office managers with data entry, filing, and mailings
- Maintain wheelchair storage
- Engage in light conversation with guests to pass time during a potentially high anxiety time
- Directing patients and families to resources
- Assist in cleaning physical therapy equipment
- Assist in retrieving dirty towels, laundry and restocking clean towels as needed

### **Desired qualifications:**

- Must be able to walk easily
- Be a mature individual with self-control and excellent customer service skills
- Ability to multi task
- Effective communicative skills
- Maintain HIPAA compliance at all times (which we will teach you)
- Be able to carry up to ten pounds
- Use proper body technique in assisting and pushing our guests in wheelchairs.
- Must be able to wear rubber gloves when handling dirty towels

### **Days/ times needed:**

Monday thru Friday from 7:30 a.m.- 8 p.m.

Saturday from 7 a.m. - 4 p.m.

Sunday from 10 a.m.- 4 p.m.

Discounts available for volunteers who regularly volunteer to one five-hour shift or twenty hours a month. See manager for more details.

### **Location:**

39830 Grand River Avenue, West of Haggerty Road, in Novi