



Information Desk Volunteer Program

What is an Information Desk volunteer?

This is a Covenant HealthCare volunteer who provides extraordinary customer service at the 700 Cooper and Harrison Campus information desks for staff, patients, and visitors.

What duties can an Information Desk volunteer provide?

Volunteers provide a bright spot in our visitors' day. The Information Desk volunteer provides a valued support to our staff, is part of the team and provides a positive interaction at the beginning and end of a patient's time at Covenant HealthCare.

- Assist staff with answering phones.
- Greet all patients, visitors & staff.
- Direct/walk visitors to locations.
- Deliver flowers and patient mail.
- Transport patients for discharge.
- Be courteous, helpful, friendly.
- Roundup wheelchairs and clean.
- Maintain confidentiality at all times.
- Support Front Desk Receptionist.
- Check-in surgery patients.
- Be courteous, helpful, friendly, and show concern for people.
- Maintain strict confidentiality.
- Use the computer to check for information.

Time Commitment:

Volunteers are scheduled for a 4-hour shift (Monday-Friday) 8am-Noon, Noon-4pm or 4-8pm. You will be paired with a Covenant HealthCare Front Desk Receptionist staff member.

For more information:

Interested individuals can apply online, <https://www.covenanthealthcare.com/ch/communityinvolvementvolunteer>. If there are questions, contact Volunteer Services, 989.583.6040, volunteering@chs-mi.com.



*Please refer to the most up-to-date Infection Prevention guidelines for this service.
Covenant HealthCare Volunteer Services Last updated: June 16, 2021