

## Volunteer Position Description

*This form should be used by SSCHC staff to request volunteers, assist with recruitment and successful match, and inform volunteers of their duties.*

**Position Title:** Patient Guide

**Department:** Patient Experience

**Direct Site Supervisor:** Kerri Ackerman/VP Patient Experience

**Location:** Layton Clinic – 4570 S 27<sup>th</sup> St  
Milwaukee WI 53221

**Number of Volunteers Requested:** 10

**Would you like to interview candidate yourself?**  Yes  No

**Can this position be filled by Service Learning Students?**  Yes  No

*Service Learning students typically commit to 10-30 hours over one semester (approximately 4 months).*

**Purpose for Volunteer Assignment:** The Layton Clinic is a brand new SSCHC site as of Spring 2018. Because of this, our patients, clients, and visitors are unfamiliar with the layout and operations. To ensure our guests the best SSCHC experience, we want to provide top level customer service by answering questions, guiding to destinations (exam rooms, meetings, appointments), and otherwise offering assistance to all who walk through our doors.

**Benefits to the volunteer:** By acknowledging our visitors and providing guidance, Volunteers help them feel more comfortable and relaxed, valued and respected. Volunteers have the opportunity to observe the operations of a busy community health center and put customer service skills into practice. Volunteer will communicate with both English- and Spanish-speaking individuals.

(days of the week, specific dates, times)

**Time Commitment:**  One time \_\_\_\_\_  
 Specific time period \_\_\_\_\_  
 Special Project \_\_\_\_\_

**Ongoing opportunity:** Any shift during health center's operating hours, M-F 8 am

– 5 pm

**Client/patient population volunteer will serve:** All patients and other visitors who enter SSCHC.

**Duties of volunteer:** Volunteer will greet patients/clients/visitors, offer assistance, and help them find the room/office/location they need.

**All volunteers: a PPD (TB) test is required at no cost.** In addition, if volunteer will have direct patient contact, volunteer must provide proof of MMR, TDap, and varicella vaccinations.

**Will volunteer have direct patient contact and require vaccine documentation?**  Yes  No

**Qualifications required or preferred:** Exceptional customer service skills; conversational Spanish language skills preferred.

**Training provided to volunteer:** Volunteer will complete a 1-hour Human Resources Volunteer Orientation. Volunteer will receive training on building layout, key contacts, and general health center information from Facilitator, Patient Registrar, or VP Patient Experience.

**Is a background check required for this position?**  Yes  No  
If Yes, why?  Working with children  Other; please state reason \_\_\_\_\_

**Prepared By:** Kerri Ackerman/Kate Jaeger **Date:** 2/23/2018

I agree that I have read, understand, and agree to carry out the above SSCHC Volunteer Position.

**Volunteer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

I agree to provide the training listed above and to ensure the volunteer is prepared to carry out his/her role. I agree to provide ongoing or updated training as needed.

**Staff Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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For office use only:

Volunteer needs:  Key  E-mail set-up  Computer access (list programs)  
 ID badge  Other \_\_\_\_\_