

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: All SSCHC Clinical Locations

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: To provide our patients, clients, and other visitors with the best experience at SSCHC, we want to provide top level customer service by answering questions, guiding to destinations, and otherwise offering assistance to all who walk through our doors.

Benefits to the volunteer: Volunteer has 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 – 8 PM, possible Saturday morning shift available

Client/patient population volunteer will serve (if applicable) 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: (software, physical activity, Spanish fluency)
Exceptional customer service skills; conversational Spanish language skills preferred.

Training provided to volunteer: (name or type of training(s) required for this role and name of staff who will conduct training(s))

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: 8/3/2017

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: _____

For office use only:

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