

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: Population Health – Patient Outreach and Follow Up

Department: Medical

Direct Site Supervisor: Josefina Gutierrez/Daisy Leon

Location: 20th Street Health Center

Number of Volunteers Requested: Unlimited but requires different shifts

Would you like to interview candidate yourself? Yes No

Can this position be filled by Service Learning Students? Yes No (minimum 6-month commitment)
Service Learning students typically commit to 10-30 hours over one semester (approximately 4 months).

Purpose for Volunteer Assignment: Volunteer will help patients take better care of themselves! Volunteer will follow up with patients due for health screenings and tests to help SSCHC remain an Accountable Care Organization (ACO). Volunteer may also work to obtain results of tests/screenings from external partners (e.g., hospital, specialty clinic). Volunteer may schedule appointments for patients to follow up on test/screening results.

Benefits to the volunteer: Volunteer will help SSCHC patients better manage their health by keeping them up-to-date on all recommended screenings, tests, and vaccines. Volunteer will learn about various medical screenings, tests, and vaccines. Volunteer will interact with patients via phone and face-to-face in the clinic. Volunteer will use Spanish language skills and medical terminology. Volunteer may learn about electronic health records.

(days of the week, specific dates, times)

Time Commitment:

- One time _____
 Specific time period _____
 Special Project _____
 Ongoing opportunity Shifts available M – F, 8:30 AM – 4:30 PM (possibly Saturdays)

Client/patient population volunteer will serve (if applicable): SSCHC patients (and/or their parents/guardians) that require follow up or are due for health screenings, vaccines, etc

Duties of volunteer: Depending on skills, background, and interest of volunteer, s/he may do any of the following: vaccine follow up, abnormal PAP outreach, ACO (accountable care organization) outreach (fall or depression screening), and cancer screening outreach/follow up.

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)

Align with the SSCHC mission; Conversational Spanish skills required; Nursing or other clinical experience a plus; Basic computer skills; Ability to speak clearly and professionally over the telephone and in person in both English and Spanish

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

HR/Volunteer Orientation (including HIPAA/Confidentiality) – mandatory for all volunteers; The Population Health Specialists will train the volunteer on appropriate procedures related to assigned tasks and provide tools for conducting outreach and/or follow up; Volunteer may need training on Base Intergy (EHR) depending on duties assigned.

Is a background check required for this position? Yes No

If Yes, why? Working with children Other; please state reason Children; Vulnerable Populations; Confidential Information

Prepared By: Kate Jaeger/Dr. Pam Wilson/Daisy Leon/Josefina Gutierrez

Date: 05/17/2017

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 _____