

## 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: Customer Service Follow Up

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 and clients with the best experience at SSCHC, we want to provide top level customer service by soliciting feedback on their visit to inform our practices.

Benefits to the volunteer: Volunteer has the opportunity to learn about 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 clinic operating hours, M-F 8 AM – 5 PM. Possible evening or Saturday shift available.

Client/patient population volunteer will serve (if applicable) All patients and clients selected for follow up / feedback.

Duties of volunteer: Volunteer will make phone calls to patients and clients to solicit feedback on their visit to SSCHC using a pre-determined survey and/or script.

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 required.

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 relevant tasks by VP Patient Experience or designated staff.

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: \_\_\_\_\_

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For office use only:

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