

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: Social Determinants of Health – Patient Screening

Department: Social Services

Direct Site Supervisor: Kerri Ackerman/Jose Salazar

Location: Waukesha Clinic – 309 E North St

Number of Volunteers Requested: 1 or more depending on schedule/availability

Would you like to interview candidate(s) 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 Position: To better address the overall health of our patients and clients, SSCHC works to identify and impact Social Determinants of Health. Our Social Services Department has been redesigned to screen patients for current needs, identify helpful resources, and make connections to additional services.

Benefits to the volunteer: Volunteer will gain experience in a busy, multi-cultural community health setting working with an underserved population. Volunteer will acquire valuable skills in customer service and patient interaction. Volunteer will witness first-hand the barriers to accessing care and maintaining wellness. Volunteer will learn about health care administration, volunteer engagement, quality-related indicators and data, and resources (or the lack of) in the Waukesha/Milwaukee area. Volunteer may have opportunity to use Spanish language skills.

Time Commitment: (e.g., days of the week, specific dates, times)

- One time _____
- Specific time period _____
- Special Project _____
- Ongoing opportunity _____

Client/patient population volunteer will serve: SSCHC patients identified for universal screening.

Duties of volunteer:

1. Screen patients using a universal screening tool.
2. Provide basic resources and referrals as appropriate to address identified needs.
3. Enter data of current encounters in the Social Services Department database
4. Provide feedback to the supervisor regarding universal screening process, volunteer training and efficient workflows.
5. Attend team meetings, as possible; prepare and present project progress reports to team members and leadership as appropriate.

OPTIONAL, dependent on volunteer interest and skill/background:

6. Analyze data and assist in the development of dashboards.

7. Assist in the development of a protocol, policies and procedures to apply a universal screening to proactively identify patients' needs, address those needs by providing resources or referring to appropriate internal or external programs/resources.
8. Assist in the development and implementation of an internship or volunteer program to screen patients for SDoH and address their needs in a proactive manner.
9. Assist in the development of job descriptions for interns and/or volunteers.
10. Assist in the development of training and onboarding process for new interns or volunteers. This onboarding and training need to include: HR requirements, Social Services Department workflows, documentation of encounters, awareness of resources available to patients, understanding data and any others determined during the development process.

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:

1. Public Health or Social Work student preferred
2. Experience using Microsoft Office software: Word, Excel, Power Point, Publisher, etc.
3. Motivational Interviewing experience preferred

Training provided to volunteer: Volunteer will complete mandatory 1-hour Human Resources/Volunteer Orientation (including HIPAA/Confidentiality). Additional training on Social Services Department operations, SDoH, universal screening, and other relevant best practices will be provided by the VP Patient Experience/Manager Waukesha Clinic, the Health Education & Community Programs Director (HECP) or appropriate delegated staff.

Is a background check required for this position? Yes No

If Yes, why? Volunteering with children Other; please state reason Vulnerable populations and confidential data

Prepared By: Jose Salazar/Kerri Ackerman/Kate Jaeger

Date: 07/20/2018

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:** _____

For office use only:

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