

Volunteer Expectations and Responsibilities

3/15/07

1) Purpose:

The purpose of this is to provide a description for the volunteer within the Family Health Center and to define expectations and responsibilities for both the volunteer and Family Health Center

2) General Description:

A volunteer can be responsible for performing a variety of limited clerical, technical or patient focused duties within the Family Health Center. FHC attempts to match the volunteers' education, training and expertise to the task required.

3) General Requirements of the Position:

- This is an un-paid position
- All volunteers will report directly to the Volunteer Coordinator
- The work hours for all volunteers are a minimum of two (2) hours per day Monday through Friday. The volunteer is not to have less than two (2) hours per week unless exemption is approved by the Volunteer Coordinator
- All prospective volunteers will be required to adhere to the Family Health Center dress code and standards of conduct – which will be provided to them during volunteer orientation
- All prospective volunteers must sign the FHC confidentiality statement
- Volunteers will be reviewed periodically for compliance to the standards of conduct
- All volunteers will be asked to provide a work schedule for the days they will be volunteering at FHC and to provide adequate (two-week) notice if the schedule will be altered
- Volunteers will be reviewed for performance initially, monthly and/or quarterly
- Family Health Center relies on the dutiful work of volunteers, and therefore asks that the volunteers provide two-week notice prior to termination of volunteering
- Family Health Center appreciates student volunteers. For all student volunteers wishing to shadow a provider, 30 hours of volunteer time must be logged prior to the scheduling of shadowing time. For each 30 hours of volunteering, 4 hours (1 clinic session) of shadowing will be allowed
- Family Health Center will provide the volunteer with all training required to perform any volunteer assigned task
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4) Duties: The duties of the student volunteer:

- Assist with all duties assigned to that particular area i.e., clerical functions, technical functions, or basic nursing functions.
- Adhere to the established FHC Attendance and Punctuality Policy (AP -03) as a means to inform the Volunteer Coordinator for issues such as schedule conflicts, sickness, tardiness, and other administrative issues or problems
- Adhere to the FHC Standard Operating Procedure (SOP)
- Adhere to the use of the approved chain-of-command for volunteer work related issues while at the Family Health Center
- Adhere to the confidentiality of all patients, student volunteers, and staff

- Adheres to the policies/safety practices established by the Family Health Center

5) Programs or Services: A volunteer may be assigned any combination of the follow duties:

- Sterile Processing Equipment
- Oxygen Tank Inspection
- Bio-Hazard Collection
- Eye Referral Program
- Medical Records
- Front Office
- Medication program (sample medications organization and inventory)
- Data Entry (PECS)
- Patient Education Materials (organization, creation, distribution)
- Cleaning toys
- Patient Reminder/Recall