



Clinic (Non-Medical Provider) Volunteer Opportunities

The following opportunities are open to all volunteers that are not medical professionals. After attending a general orientation volunteers are welcome to train for any of these opportunities. A schedule of trainings is posted bi-monthly. No prior medical training is required for these opportunities. Interested volunteers can fill out a Clinic Volunteer application online at www.communityhealth.org/volunteers. Applications are reviewed monthly and you will be contacted by the Volunteer Services Coordinator.

CommunityHealth has instituted a fee for the following volunteer trainings: triage, pharmacy technician and lab. This is a one-time \$25 fee per training program. The purpose of this fee is to offset training program expenses, including training materials and administrative costs. Volunteers must pay fees prior to enrolling in a training program. Payments can be made by check (made out to CommunityHealth) or by credit card (online at www.communityhealth.org). Currently the interpreter training program is being reformatted; participants will not be charged until further notice.

Lab Volunteer:

A lab volunteer is responsible for performing a variety of venipuncture techniques and collecting blood and urine specimens from patients. Emphasis is placed on the following skills:

- Ability to perform standard phlebotomy procedures and techniques.
- Knowledge of appropriate blood processing and handling procedures.
- Ability to accurately complete and maintain administrative documents and records.
- Ability to understand and follow specific clinical protocol, specifications, and procedures.
- Knowledge of supplies, equipment, and/or services ordering and inventory control.
- Knowledge of relevant clinical and patient care regulations, policies, procedures, and standards.
- Knowledge of sterile procedures.

Prerequisites regardless of previous training include: Laboratory Training

*** Hepatitis B vaccine required**

Triage Volunteer:

A triage volunteer is responsible for taking adult patient vitals (temperature, pulse, respiratory rate, BMI, blood pressure, height, weight and, for diabetics, blood glucose levels) and chief complaints. Emphasis is placed on the following skills:

- Knowledge of general clinical operations/flow
- Ability to accurately and correctly take adult patient vitals
- Knowledge of general medical supplies and equipment
- Knowledge of clinic policies and protocols

- Knowledge of patient sensitivity and confidentiality issues

Prerequisites regardless of previous experience include: Triage Training

Pharmacy Technician Volunteer

A pharmacy technician volunteer, under the supervision of a licensed pharmacist, is responsible for intake, processing, and filling of prescriptions as well as medication inventory and pharmacy supplies. Emphasis is placed on the following skills:

- Excellent customer service
- General understanding of computer technology
- Ability to accurately input and fill prescriptions
- Knowledge of clinic and pharmacy policies and procedures
- Knowledge of supplies, equipment, and/or medication ordering and inventory control

Prerequisites regardless of experience: Current Illinois Pharmacy Technician License and Pharmacy Technician Training. Applications can be found at <http://www.idfpr.com/dpr/WHO/phar.asp>

Polish and Spanish Interpreters

Because a large portion of the population we serve speaks either Polish or Spanish we are continually looking for new interpreters to assist with communication with our patients in medical settings. Emphasis is placed on the following skills:

- Learning the roles of the medical interpreter
- Understanding of the Interpreter Code of Ethics
- Comprehensive knowledge of how to medically interpret
- Complete and pass knowledge of medical terminology

Prerequisites regardless of experience: Medical Interpreter Training

Health Education Volunteers

There are a variety of options when working with Health Education at the clinic. Upon conversations and coordination with the Health Education Coordinator and/or Social Services Coordinator, there are opportunities to help establish programming, organize health materials and assist with other various health projects within the clinic and community. Examples of assistant positions are listed but not limited to the following: Health Fair Assistant, Bilingual Diabetes Educator, Nutrition Instructor/Specialist and Health Fitness Instructor (bilingual preferred). Please speak with the Volunteer Services Coordinator for more information.

Front Desk Volunteer:

A front desk/intake volunteer is responsible for assisting the Patient Care staff.

Tasks Include:

- Answering general patient questions
- Assisting with new patient registration
- Scheduling patient appointments
- Assisting with patient communication

- Providing filing and clerical support

There is no training required for this opportunity

Intake Assistant

As our the number of new patients continues to grow at CommunityHealth, our Staff is continually in need of dedicated volunteers to assist with the intake process. This is a great opportunity for direct patient interaction in a busy part of the clinic.

Tasks Include:

- Contacting prospective patients
- Assisting with scheduling new appointments
- Filing and other clerical support

There is no training required for this opportunity

Women's Health Assistant

A Women's Health Assistant is responsible for assisting the Clinic Coordinator with the Mammogram Program.

Tasks Include:

- Updating and creating educational materials for patients
- Sending letters to notify patients of their mammogram appointments
- Imputing mammogram data into the database
- Calling patients to notify them of their mammogram appointments
- Pulling charts when mammogram results need to be reviewed

Referral Assistant

The Referral Coordinator is in charge of processing all referrals for patients needing services that cannot be provided at the clinic. On average, 150-200 referrals are submitted each month for patients. Volunteers are needed to help with the administrative tasks that are essential in keeping track of appointments and results for all referrals.

Tasks Include:

- Computer/Data Entry:
- Filing/Logging Chart Information
- Filling out result request forms
- Faxing correspondence to referral partners
- Making copies of needed forms

There is no training required for this opportunity

Young Professionals Committee

In early 2007, CommunityHealth established the Young Professionals Committee (YPC), a new generation of medical students, clinic volunteers and young professionals who plan social events to raise funds for the health center. The YPC's events include a large annual fundraising event and three to four smaller events throughout the calendar year. The YPC also meets once a month in the evening.