



VOLUNTEER ROLE DESCRIPTION

POSITION TITLE: Clinic Support (reception/clinician assistant) Level 1 position
COMMITMENT: 3 shifts per month for a minimum of one year
REPORTING: Clinic Supervisor

POSITION SUMMARY

To provide reception and administrative support in order to facilitate smooth clinic operations. To assist the clinician during client exams. After three months of Level 1 volunteering, a volunteer can apply to enter the Level 2 training program.

RESPONSIBILITIES

The Clinic Support volunteer is responsible to the Clinic Supervisor for:

- Facilitating clinic client flow
- Handling monies and distributing contraceptive supplies
- Assisting the clinician during and after examinations
- Assisting with other clinic administrative duties

FUNCTIONS

Reception

- Greet clients
- Explain process of visit and provide appropriate information and forms
- Assessing clients' needs and directing them accordingly
- Open, organize, and maintain client charts
- Keep track of clinic flow and inform supervisor of needs

Cashier

- Record services and supplies provided for each client on appropriate forms
- Prepare pills and other contraceptive supplies for distribution to clients
- Collect, record, and balance monies

Clinic Chaperone

- Complete appropriate requisition forms for Pap, STI, and other tests
- Document tests provided to clients and enter test results in the lab log
- Assist the clinician during examinations
- Provide support and reassurance to the client
- Clean and prepare exam room

Administrative Support

- Assist with filing, photocopying
- Assist with chart management i.e. organize and maintain client charts
- Assist with data entry including statistics and lab results
- Prepare requisitions and shipping of specimens
- Pick up and deliver mail as required
- Ensure sufficient stock of office supplies
- Assist with inventory

General Duties

- Assist with setting up and closing the clinic, paying attention to security of clinic files and paperwork
- Respect and maintain confidentiality regarding all Opt services and client, volunteer, and paid staff information
- Demonstrate an appropriate recognition for need of assistance
- Participate in workshops, in-services and community outreach events as needed

QUALIFICATIONS

- Basic knowledge in reading, writing and math
- Experience in providing services to the public, reception work or work in a family planning clinic are assets
- Be reliable and dependable
- Possess strong organizational skills and be detail-orientated
- Be non-judgmental
- Able to work in a multi-disciplinary team
- Able to work independently and as part of a team

TRAINING

The prospective volunteer must

- participate in on-site training
- review of the *Clinic Volunteer Companion*
- partner with an experienced volunteer to observe efficient reception duties
- commit to ongoing training for education and skills upgrading when provided

Volunteers are initially evaluated by the clinic supervisor at six months, then annually thereafter. All positions at Opt require a signed commitment to the Opt mission, values, objectives, and confidentiality.