



VOLUNTEER ROLE DESCRIPTION

POSITION TITLE: Contraception Education Volunteer, Level 2 position
COMMITMENT: Three shifts per month for a minimum of one year
REPORTING: Clinic Supervisor

POSITION SUMMARY

To inform and educate Opt clients to make informed decisions on contraceptive methods and other issues related to their sexual health. As per in the Level 1 role, continue to provide clinic support, and to assist with other clinic operations to ensure smooth clinic flow.

RESPONSIBILITIES

- Assist and facilitate individual clients in making informed decisions
- Provide individualized contraceptive education and review client's medical history
- Explain examination procedures, and provide appropriate information and resource materials
- Assist with administrative support and reception duties as required
- Chaperone during physical examinations as required

FUNCTIONS

Information-giving

- Provide client-centred information and care
- Discuss aspects of reproductive and sexual health care: safer sex, STI prevention, contraceptive methods
- Review medical history form and highlight information for the clinician
- Facilitate decision making
- Present information in an empathetic and non-judgmental manner
- Document information accurately
- Develop good rapport with clients
- Respect and maintain confidentiality of client
- Provide appropriate referrals to other service agencies

Reception and Clerical Support

- Greet clients
- Open, organize, and maintain client charts
- Keep track of clinic flow
- Collect, record, and balance monies

- Prepare contraceptive supplies for distribution to clients

Clinic Chaperone

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

General Duties

- Assist with opening and closing the clinic
- Assist with filing, chart management, inventory, and data entry, i.e. statistics, lab reports
- Keep confidentiality regarding all Opt services and client, volunteer, and paid staff information
- Participate in workshops and in-services
- Partner with Level 1 volunteers to assist them in their clinic orientation

QUALIFICATIONS

- Minimum of three months in Level 1 volunteer role
- Indicate a commitment to an ongoing learning in the area of sexual health
- Demonstrate excellent listening and communications skills
- Reliability and dependability demonstrated in Level 1 volunteer role
- Detail oriented with strong organizational skills
- Non-judgmental
- Able to work in a multi-disciplinary team, multi-task, and determine urgency and priority of tasks

TRAINING

To be considered Level 2, volunteers must:

- Successfully complete the required online training provided by Options for Sexual Health
- Partner with an experienced volunteer or clinician to observe and share contraceptive education sessions
- When available, take the in-class soft-skills training class
- Participate in ongoing education sessions, skills upgrading, review 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.