

OPTIONS FOR SEXUAL HEALTH

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

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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 Options for Sexual Health 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 Options for Sexual Health require a signed commitment to the Options for Sexual Health mission, values, objectives, and confidentiality.