

OPTIONS FOR SEXUAL HEALTH

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 Options for Sexual Health 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-centered 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

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