



## Position Requirements

<b>POSITION TITLE:</b> Volunteer Activities Assistant	<b>DATE:</b> September 2016
<b>DEPARTMENT:</b> Administration	<b>REPORTS TO:</b> Volunteer Program Manager

### Position Summary:

The Volunteer Activities Assistant Specialist is an unpaid position as part of the Volunteer Service Program reporting to the Volunteer Program Manager and Community Staff and Development Office. The main purpose of this position is to attend UHC community events and participate in assisting.

### Position Responsibilities:

Duty Hours: Flexible

#### I. Position Objective I: Customer Service

- a. Set up, clean up and any other responsibilities to assist with the smooth running of the outreach and community event.
- b. Welcome and greet attendees and guests to the event and to the UHC table.
- c. Hand out promotional items and UHC literature.
- d. Answer general non-technical questions
- e. Advocates all of UHC's services to patients.
- f. Direct traffic if need be
- g. Assist in keeping the event and UHC table neat and clean.
- h. Takes responsibility for registration area at event.
- i. Provide assistance with small children by participating in activities such as reading books and coloring.
- j. Can assist with planning, development, coordination and implementation of events.
- k. Provides friendly, courteous, polite and helpful customer service.
- l. Other duties as assigned.

#### II. Position Objective II: General Corporate Expectations

- a. Attends Volunteer Orientation.
- b. Demonstrates awareness of, and compliance with, organizational mission and objective of UHC to provide health care access and support services for all members of the community.
- c. Maintains confidentiality and respect for information regarding patients and other team members; abides by UHC Rules of Confidentiality and general HIPAA regulations regarding privacy.
- d. Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts, and patients served, maintaining a professional appearance and positive image for the health centers.
- e. Other work-related duties as assigned by supervisor. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally either verbally or in writing.
- f.

### Qualifications:

- Must be at least 16 years or older and have a sincere interest in a health career path.

### Skill Requirements

- Bilingual (English/Spanish) with the ability to read and write.
- Able to quickly build and maintain rapport with patients, staff, and community member of differing backgrounds.
- Excellent customer service.
- Sincere interest in a health career path.

- Ability to communicate in a friendly cooperative manner.
  - Ability to adapt to the pace of the service area.
  - Ability to demonstrate a calm and caring manner.
  - Ability to work independently with minimal supervision.
  - Ability to work with staff as a partner, not an adversary.
  - Ability to carry out assignments and follow through on requests/concerns.
  - Ability to honor patient confidentiality.
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### **Physical Requirements**

- Must be able to lift up to 20 pounds and push up to 50 pounds (on wheels).
  - Has ability to speak clearly in order to communicate information to patients and staff.
  - Must be able to read and write.
  - Must have high manual dexterity.
  - Must be able to reach above the shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn.
  - Must be able to stand for prolonged periods of time.
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<b>Signature:</b>	
<b>Print Name:</b>	<b>Date:</b>