



Position Requirements

POSITION TITLE: Volunteer Outdoor Guest Specialist	DATE: August 2016
DEPARTMENT: Health Center	REPORTS TO: HCA Supervisor

Position Summary:

The Volunteer Outdoor Guest Specialist is an unpaid position as part of the Volunteer Service Program reporting to the Health Care Associate Supervisor. The main purpose of this position is to make UHC patients feel welcome and provide exceptional customer service to improve the quality of life for the communities and patients we serve.

Position Responsibilities:

Duty Hours: Flexible

I. Position Objective I: Customer Service

- a. Welcome and greet patients and guests to the Health Center as they are walking into the front doors. Opening the door for all visitors coming and going.
- b. Direct patients and guests to the appropriate entrance.
- c. Offer to assist wheelchair patients up and down the front ramp.
- d. Assist in keeping the parking lot and general areas outside the health center neat and clean, making sure there is not litter or trash around.
- e. Advocates all of UHC's services to patients. Handing out literature.
- f. Strike up conversations with patients just for a welcoming effect.
- g. Cleaning porch area and side walk and making sure there is no debris or trash.
- h. 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) preferred.
- 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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Signature:	
Print Name:	Date: