

# CLARKSTON COMMUNITY HEALTH CENTER

## VOLUNTEER JOB DESCRIPTION



### CLINICAL VOLUNTEER JOB DESCRIPTIONS

#### Medical Assistant

Description: The medical assistant volunteer role at CCHC is an important role for providing high quality customer service and patient care. The role is responsible for helping with any and all administrative duties required to ensure high quality care and efficient patient flow. The volunteer in this role has a strong desire to ensure that each patient has a pleasant, stress-free, and ultimately gratifying experience while receiving treatment from our medical team. The goals of this position are to promote a healthy, safe, and secure setting for both patients and staff while helping doctors and nurses run a smooth practice.

#### Responsibilities:

- Make patients feel welcome and at ease by greeting them and showing them to their exam rooms
- Assist in clinical practice by taking and documenting patients' vital signs (such as temperature, pulse, and blood pressure)
- Maintaining and conducting a thorough and accurate intake of the patient's medical history
- Ensure the accuracy and security of electronic patient medical records through regular updates
- Briefing the provider of patient's chief complaint, past medical history and labs results before the provider sees the patient
- Be available on the floor when needed to perform other clinical duties such as EKG tests and an other duties as assigned

#### Required Qualifications:

- High school diploma required

- Willingness to learn
- Strong customer service skills

Preferred Qualification:

- A background in healthcare as a medical assistant or other position
- Phlebotomy experience
- Accurately taking vital signs and performing electrocardiogram (ECG) testing; proficiently utilizing electronic health records (ECW) systems
- Ability to effectively juggling various duties, maintaining precise records, and facilitating seamless provider-to-patient flow
- It is preferred if you have completed a medical assistant certification program or equivalent curriculum
- Fluency in two languages and knowledge of medical terms and practices

**Medical Scribe**

Description: A medical scribe volunteer at CCHC demonstrates a willingness to learn, perseverance, and self-motivation, while maintaining a cheerful positive attitude and commitment to ongoing professional development. A medical scribe acts as a scribing assistant to providers by recording every interaction between providers and patients as it happens, from the initial consultation through the final discharge. They take notes throughout the patient's appointment and record all relevant information, reducing the likelihood of recording a medical error.

Responsibilities:

- Accompany doctors during patient appointments to record specific medical information and transcribe provider-patient interaction in the patient's electronic charting system
- Complete a thorough and accurate patient chart by writing patients HPI and using the proper scribing format and medical language
- Making sure prescription are printed and handed over to pharmacy

Required Qualifications:

- High school diploma required
- Willingness to learn
- Strong customer service skills

Preferred Qualification:

- Typing speed of 65+ wpm
- Knowledge of medical terminology and electronic health record (ECW) systems
- Completed or are currently enrolled in a medical scribe training program or have taken appropriate coursework.
- Ability to keep an optimistic outlook, show persistence, and be self-motivated
- Fluency in two languages

**Phlebotomist**

Description: Our goal here at CCHC is to make sure that everyone who needs medical attention may find a caring facility that meets their needs. Making sure patients are relaxed and comfortable during blood draws is an important part of a job as a phlebotomist. Phlebotomist also ensures a pleasant experience for every patient while completing accurate and structured testing processes.

Responsibilities:

- Answer patients' inquiries and keep them informed of what's happening during blood draws
- Make sure the patient is comfortable while drawing blood by using proper phlebotomy techniques
- Accurately storing fluid specimens
- Maintain a clean and sanitize work area
- Update the organization's database, verify patient information, and accurately label blood samples

Required Qualifications:

- Phlebotomy certificate or significant experience working as a phlebotomist

Preferred Qualifications:

- Being fluent in two languages

**Doctor of Medicine (MD) / Doctor of Osteopathic Medicine (DO)**

Description: Our Primary Care Physicians (MD/DO) at CCHC are volunteers committed to significantly improving community health. Providing thorough care, diagnosing and treating a wide spectrum of medical disorders, and working cooperatively with our healthcare staff to guarantee the best quality of treatment for our patients excite them. The foundation of the care we offer at CCHC is their dedication to excellence and service.

Responsibilities:

- Conducting thorough medical assessments
- Prescribing medications, conducting and analyzing diagnostic tests
- Collaborating with other medical staff to oversee patient treatment
- Ensure that patient records are correct and current
- Offer counseling and education to patients

Required Qualifications:

- Doctor of Medicine (MD) or Doctor of Osteopathic Medicine (DO) degree
- Board Eligible or Board Certified in Primary Care or a related specialty

Preferred Qualifications:

- Fluency in two languages

**Nurse Practitioner (NP)**

Description: At CCHC, our Nurse Practitioner (NPs) volunteers are dedicated professionals committed to improving community health. They bring a passion for enhancing their clinical skills while supporting our mission to provide high-quality patient care. Our NPs work collaboratively within the healthcare team, ensuring compassionate and comprehensive care for all patients.

Responsibilities:

- Conduct comprehensive evaluations of patients, including physical exams and health histories
- Develop and implement individualized treatment plans based on patient assessments and diagnostic results

- Prescribe medications, interpret diagnostic tests, and monitor patient progress under supervision
- Work with physicians and other healthcare staff to coordinate and oversee patient care
- Maintain accurate and up-to-date patient records, ensuring confidentiality and compliance with healthcare regulations
- Provide counseling and education to patients regarding their health conditions and treatment options.

Required Qualifications:

- Active Nurse Practitioner license

Preferred Qualifications:

- Previous clinical experience, bilingual skills, and a strong commitment to community health

**Physician Assistant (PA)**

Description: At CCHC, our Physician Assistant volunteer commitment to community health reflects dedication and compassion. Their ambition of helping underprivileged groups and having a significant influence drives them. Together with providing necessary patient education and guaranteeing the best quality of care for every patient they treat, our Physician Assistant closely collaborates with other healthcare experts to diagnose and treat a variety of medical conditions.

Key Responsibilities:

- Perform comprehensive patient assessments, including history taking and physical examinations
- Diagnose and develop treatment plans for a variety of medical conditions
- Prescribe medications and order diagnostic tests under physician supervision
- Educate patients about preventive healthcare, treatment plans, and follow-up care
- Collaborate with healthcare professionals to provide integrated patient care
- Maintain accurate and up-to-date patient records in compliance with healthcare regulations
- Participate in clinic activities, including patient education and community outreach efforts

Required Qualifications:

- Degree from an accredited Physician Assistant program
- Current and valid Physician Assistant license

Preferred Qualifications:

- Previous experience in a community health or volunteer setting
- Familiarity with eCW
- Second language proficiency
- Experience in family medicine, internal medicine, or primary care settings

## **ADMINISTRATIVE VOLUNTEER JOB DESCRIPTIONS**

### **Receptionist**

Description: At CCHC, the Receptionist will be responsible for managing the front desk, greeting visitors, and performing various administrative tasks. The ideal volunteer has excellent communication and organizational skills, is proactive, and can provide a warm and professional first impression to all visitors.

#### Key Responsibilities:

- Greet and welcome visitors, patients, and staff with a positive, helpful attitude
- Manage the reception area, ensuring it is tidy, organized, and welcoming
- Provide basic and accurate information to patient
- Schedule appointments and maintain updated records of bookings
- Assist with administrative duties such as filing and handling mail
- Manage and restock office supplies as needed
- Support other departments with various tasks as assigned

#### Required Qualifications:

- High school diploma or equivalent required;

#### Preferred Qualifications:

- Familiarity with eCW
- Second language proficiency

## **ONE OFF PROJECTS**

### **Health Fair Tabling Volunteer**

Description: The Health Fair Tabling Volunteer will represent Clarkston Community Health Center at local health fairs and community events by providing health-related information and resources to attendees. This role involves setting up and managing the health center's booth, engaging with community members, and answering questions related to services, health programs, and wellness tips. Volunteers play a crucial role in raising awareness about healthcare resources and promoting healthy living in the community.

#### Key Responsibilities:

- Set up, manage, and break down the health center's table or booth at health fairs and community events.
- Distribute brochures, pamphlets, and other educational materials on health topics and clinic services.
- Engage with attendees, answering questions and providing basic health information as directed by the health center.
- Promote health and wellness by offering guidance on available resources, services, and programs at the clinic.
- Collect contact information for follow-up outreach and engage in conversations to increase awareness of clinic programs.
- Maintain a clean, organized, and welcoming display to encourage community engagement.
- Track attendance and interactions during events to assist in evaluating outreach efforts.

- Assist with event logistics, including setup, tear-down, and restocking materials as needed.
- Represent the Clarkston Community Health Center professionally and respectfully in all interactions.

Required Qualifications:

- Willingness to learn
- Strong customer service skills

Preferred Qualifications:

- Experience in community outreach, customer service, or event participation.
- Interest or background in healthcare, public health, or community engagement.
- Bilingual or multilingual proficiency
- Previous volunteer or health education experience, particularly in underserved communities.

**Project Volunteer Committee**

Description: Clarkston Community Health Center is seeking creative and motivated volunteers to assist with various arts and crafts projects around the clinic. As an Arts and Crafts Volunteer, you will have the opportunity to contribute to the clinic's welcoming atmosphere by working on projects such as:

- Creating posters for clinic events and health education
- Painting walls or murals to enhance the clinic's environment
- Designing brochures and other informational materials

Volunteers will join the Project Committee, where they will be assigned tasks to complete at their own convenience. This is a highly flexible opportunity, perfect for individuals looking to contribute their creative skills on a flexible schedule. All projects must be completed by the agreed-upon deadlines.

Key Responsibilities:

- Collaborate with the project committee to choose and complete assigned tasks
- Create visually engaging posters, brochures, or wall designs
- Ensure timely completion of projects before the deadlines
- Work independently or in a team setting depending on the project needs

Preferred Qualifications:

- Interest in arts, crafts, and design
- Creativity and attention to detail
- Ability to work independently and manage time effectively
- Experience in painting, graphic design, or crafting is a plus but not required

## **Done in a Day**

Description: Clarkston Community Health Center is seeking enthusiastic volunteers to assist with one-day, one-time events such as gardening projects, vaccine clinics, and health fair tabling. These volunteer day events are perfect for individuals or groups looking to make a meaningful impact without committing to a long-term role. Volunteers can either join a waiting list, where they will be notified when help is needed for a specific event, or organizations can bring their own team of volunteers to participate. This role provides an excellent opportunity for those who want to give back to the community but have limited availability.

### Responsibilities:

- Assist with set-up, execution, and clean-up of one-day events
- Provide support in activities such as gardening, distributing vaccines, or staffing health fair tables
- Work collaboratively with other volunteers and staff to ensure event success
- Follow instructions and safety protocols specific to each event

### Qualifications:

- No prior experience required; just a willingness to help and work as part of a team
- Ability to commit to a single-day event
- Punctuality and dependability on the day of the event
- Positive attitude and good communication skills

## **RESEARCH**

Please contact volunteer coordinator for research opportunities at the clinic