



POSITION DESCRIPTION OVERVIEW

POSITION TITLE Project Access Administrative Support

PROGRAM Project Access

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SUMMARY: The Project Access Administrative Support volunteer helps complete projects that the program staff is unable to complete due to time constraints and big case loads. This could include weekly projects, monthly projects or some one-time projects as needed.

Each patient referred to project access needs an approved medical referral and an approved application. The medical referral needs to fall within our medical scope; our medical director reviews all referrals for quality and medical scope. You will work closely with all referrals that come to project access. Tracking these patients' referrals and entering them into the data base is an essential part of the Project Access program.

Ongoing assistance and support will be provided for other tasks and responsibilities.

SCHEDULE Four hour shifts (e.g. 9:00am – 1:00pm or 1:00pm – 5:00pm) Monday-Friday, 9:00am-5:00pm normal business hours

TRAINING
PROVIDED Trained by the Project Access Patient Care Coordinators

REQUESTED
COMMITMENT Once a week-one year commitment requested.

QUALIFICATIONS * Enthusiasm for helping the underserved.
* Readiness to learn new skills and take on responsibility.
* Detail-oriented and capable of focusing with some interruptions due to working around others and the work area being in clinic areas.
* Ability to maintain patient confidentiality
* Ability to engage patients with respect and compassion

- * Conscientious about interpreting exactly what the patient says, feeling confident to ask for clarification from either the PACC staff member or the patient,
- * An understanding of, and alertness to, cultural context and how it may influence spoken language
- * Dependability and timeliness
- * Professional manners

BENEFITS

- * The satisfaction of having helped uninsured families, the larger community, and the Free Clinic, the project access program which would not be able to function without its volunteers.
- * Experience at a non-profit and opportunity to learn more about the needs and resources in the community.
- * Valuable office work experience which helps develop more office skills.
- * A potential letter of reference, for academic and professional applications.
- * The fun of being a member of an enthusiastic, diverse, and caring team of volunteers.