

## VOLUNTEER/INTERN POSITION DESCRIPTION

**Position Title:** Informational Technology (IT) Intern

**Reports to:** Information Systems Director – Jeff Novick

**About CommuniCare+OLE:**

Established in 2023, CommuniCare+OLE is the result of a union of two health centers with a deep roots in their respective communities and reputations for providing high-quality primary care to all, regardless of insurance or ability to pay: OLE Health of Napa and Solano Counties and CommuniCare Health Centers of Yolo County. Building on a legacy established by both organizations in 1972, CommuniCare+OLE is a network of federally-qualified health centers with 17 sites across Napa, Solano, and Yolo Counties. It offers comprehensive care, including medical, dental, behavioral health and substance use treatment, nutrition, optometry, pharmacy, care coordination, referrals, and enrollment assistance to more than 70,000 individuals, and no one is turned away due to lack of insurance, immigration status, or ability to pay. Many services are offered outside of its sites, including mobile health, home visiting, and community and school-based programs.

**Volunteer/Intern Position Overview:**

The IT Intern gains experience while learning how healthcare organizations manage information and handle HIPAA regulations. In addition to building SharePoint based tools and workflows, the IT Intern participates in the management of network accounts and access, help the tracking of IT Department inventory, and support other data validation work and projects as needed.

**Minimum Requirements:**

- Interest in learning about Health Information Technology
- High proficiency with Microsoft Excel and Outlook
- SharePoint experience is a plus, but not required
- Willingness to learn and attention to detail
- Able to commit to a consistent weekly schedule
- Availability for 2-3 times a week/ 4-hours per day between 8am-5pm on weekdays

**Internship Benefits:**

- Gain an understanding of Information and Technology use in Healthcare
- Experience working within HIPAA regulations
- Potential to develop advanced excel skills
- Marketable experience building intranet sites and workflows in Office 365/SharePoint Online
- Letter of recommendation for those in good standing with supervisor

**Diversity, Equity, and Inclusion:**

CommuniCare OLE is an inclusive environment that promotes and values diversity and life experience. CommuniCare OLE encourages people of all backgrounds to contribute their unique perspectives to CommuniCare OLE as a volunteer including, but not limited to, Black, indigenous, people of color, immigrants, refugees, LGBTQIA+, people with disabilities, veterans, individuals of all ages and religions, as well as those who have experienced the criminal justice system.

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**Volunteer, Intern and Student Learner Expectations and Physical Requirements:**

We expect all our student learners, interns, and volunteers to be punctual, effective communicators, and team players. Attendance and timeliness are necessary but flexible, dependent upon department needs, as long as communication is provided. Strong interpersonal skills and the ability to take direction are expected as well as the ability to work independently. Physical demands may include operating office equipment, the ability to sit or stand for long periods of time, occasional walking, and the ability to bend and lift up to 25 pounds. Hearing and vision required.

**Volunteer, Intern and Student Learner Acknowledgement:**

This document does not create any contract, implied or otherwise. I recognize that I have no guarantee of volunteer/internship hours at CommuniCare OLE. My signature below is to acknowledge that I have received a copy of this intern position description. I have read and I understand the information contained herein. If I have any questions about the content of this position description, I can contact my Supervisor/Manager, the Volunteer and Student Program Supervisor, or another person in the Human Resources department.

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Volunteer Name (please print)

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Volunteer Signature

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Date