

## VOLUNTEER/INTERN POSITION DESCRIPTION

**Position Title: Healow Access Volunteer**

**Reports to: Front Office Supervisor**

### **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 clinic patient assistant volunteer provides support to patients navigating their patient portals in the clinic. This position serves to guide and assist patients with accessing their electronic medical record information, book appointments, and view their health data.

### **Duties:**

- Assist patients in the waiting room with checking into the clinic
- Help patients access their health record and appointment information
- Engage with the electronic medical record and call patients to remind them of their appointments
- Scan patient medical records
- Greet patients and direct clinic flow
- Engage with patients in the waiting room and teach them how to use their patient portals\*

\*Patient portals are secure online websites or applications that allow patients to interact and communicate with their healthcare providers and health records. At CommuniCare, we currently use the eClinical Works platform. **Training will be provided for volunteers in this position.**

### **Internship/Volunteer Benefits:**

- Exposure to Federally Qualified Health Centers and clinical direct service
- Training in electronic health record software (eClinical Works)
- Experience with electronic medical records and patient support services
- Letter of recommendation available when applicable for those in good standing with supervisor

## VOLUNTEER/INTERN POSITION DESCRIPTION

### Minimum Qualifications:

- Available 2-3 days per week minimum; 3-4 hours per day
- Able to maintain confidentiality while working with employee records
- Must be at least 18 years old
- Bilingual in Spanish preferred but not required

### 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.

### 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.

---

Volunteer Name (please print)

---

Volunteer Signature

Date