



ASSIGNMENT DESCRIPTION

ASSIGNMENT TITLE

Latino Clinic

PURPOSE

Volunteers assist UNC Health Cares' Hispanic population by helping in the Latino Clinic. This program works with many hospital clinics to help non-English speaking patients receive the care they need. The clinic needs both clerical help and assistance with patient satisfaction surveys, etc... Volunteers do not need to speak Spanish to help in this busy area.

SUPERVISING PERSONNEL

Director, Volunteer Services
Manager, Latino Clinic

TRAINING and EDUCATION

- Must complete general orientation provided by the Department of Volunteer Services.
- Participate in on-the-job training provided by staff or trained volunteers.

DAYS, HOURS, LOCATION

Monday – Friday 8:00 am – 5:00 pm
Volunteers will be assigned specific areas in the hospital

ESSENTIAL FUNCTIONS

- Patient navigation in the different medical clinics
- Provide explanation of the various paperwork patients will have to fill out at check-in
- Assist the PBA (Physician Business Associate) with paperwork in the clinic
- Excel work (clinic data)
- File paperwork in main office
- Make phone calls to patients to remind them of appointments
- Invite patients to community events (via phone)
- Assist patients during la Feria de la Salud (Health Fair) as patient navigators during event

PROCEDURES

- Sign in and out at a volunteer services department computer or provide coordinator with hours monthly.
- Put on appropriate uniform and photo ID badge.
- Report to the supervisor that you are ready to begin your shift.
- Refer all professional questions to medical staff.
- Inform nursing staff or desk when you leave the clinic area.
- Procedure observation by volunteers interested in entering medical profession will be allowed by request.
- Orient yourself with the layout of the clinic.
- Be visible and available for clinic staff, patients and patient families at all times.

MINIMUM REQUIREMENTS

- Must demonstrate competency in age specifics, HIPAA, and HEOH information.
- Must be able to communicate with diverse population.
- Must be able to follow directions from staff.
- Understand the need for confidentiality and ability to maintain such.
- Knowledge of hospital layout, especially those areas that relate to needs of your unit.
- Must be able to walk for long distances.
- Must be able to dictate notes effectively for staff to review.

PERSONAL SKILLS, ABILITIES, KNOWLEDGE

- Must be a self-starter
- Ability to work with detailed information and follow directions.
- Have a friendly, positive attitude
- Ability to converse in Spanish is *very* helpful

PHYSICAL REQUIREMENT

- Requires walking, standing, sitting, lifting and reaching
- Ability to push/pull up to 25 pounds
- Must be able to read and speak English in simple, understandable terms
- Must have intact sense of sight and hearing

PATIENT POPULATION SERVED

- Demonstrates knowledge of the principles of growth and development and possesses the ability to respond to age specific issues and data reflective of the patient's status.
- Demonstrates the knowledge and skills necessary to provide care for the following age groups: Neonate, Infant, Child, Adolescent, Older Adult

PROTECTED HEALTH INFORMATION

- Will limit access to protected health information (PHI) to the information reasonably necessary to do the job.
- Will share information only on a need-to-know basis for work purposes.

- Access to verbal, written and electronic PHI for this position has been determined based on assignment responsibility.

MACHINES, TOOLS and EQUIPMENT

Telephone, copier, FAX, computer and required application, and wheelchairs.

LENGTH OF COMMITMENT

At least one school semester.

Director, Volunteer Services

Manager, Latino Clinic

The above statements are intended to describe the general nature and level of service being performed by volunteers assigned this service description. They are not to be construed as an all-inclusive list of duties, skills, and responsibilities for people assigned.

Reviewed 8/11