



JOB TITLE

REFERRAL VOLUNTEER

VOLUNTEER DEPT. CONTACT PERSON

Lauren Chandler (503) 535-3840 laurenc@outsidein.org

COMMITMENT

12-20 HOURS PER WEEK FOR 3 MONTHS, FLEXIBLE SHIFTS

PURPOSE

- To assist clinic staff with specialty referrals, quality assurance, patient resources, and medical records management.
- To support increased access to medical resources for our clients.
- To support the clinic front desk staff and the medical assistants.

PROGRAM

Medical Clinic

DUTIES

- Gathering information about medical resources in the community.
- Coordinating referral appointments for homeless and low-income patients.
- Assisting clients with paperwork.
- Supporting outreach staff at other sites.
- Handling correspondence between clinics, clients and Outside In.
- Conducting quality assurance research.
- Performing receptionist duties such as answering phones, directing clients and answering questions for staff and patients.

QUALIFICATIONS

- Excellent communication skills.
- Calm demeanor.
- Able to handle multiple tasks and crisis situations.
- Must be a fast learner, and be able to stay calm in difficult situations.
- Able to work with people from diverse ethnic, cultural, socioeconomic, and sexual preference backgrounds.
- Must be comfortable and compassionate with people from diverse backgrounds who may be drug affected, emotionally charged, and have a challenging presence.
- Able to work both independently and as a member of a team.
- Must pass background check before working without direct staff supervision.

REQUIRED TRAININGS

- Complete computerized HIPAA training **prior to starting**
- New Worker Orientation
- Blood Borne Pathogens training

RECOMMENDED TRAININGS

- De-Escalation Training
- CPR/First Aid - **minimal fee**