NORTH EAST MEDICAL SERVICES
東 北 醫 療 中 心

NORTH EAST MEDICAL SERVICES
VOLUNTEER POSITION DESCRIPTION

Title: Behavioral Health Volunteer
Location(s): 211 Eastmoor Ave, Daly City
1850 Sullivan Street, Daly City
Host Name: Behavioral Health Manager

SUMMARY OF VOLUNTEER POSITION:

The behavioral health volunteer is responsible for helping the behavioral health team with administrative and other duties as appropriate including, but not limited to, helping patients with the check-in process, outreach activities, and administrative activities as appropriate. The volunteer may work out of multiple locations.

ESSENTIAL FUNCTIONS:

- Provide technical assistance to patients during the check-in and questionnaire processes. **Note:** volunteers may not fill out the questionnaires on behalf of patients.
- Offer general information about NEMS' behavioral health programs, services, and initiatives to staff and patients.
- Help guide patients to the appointment location(s) within the building.
- Provide non-medical translation services for patients.
- Answer questions or refer patients/visitors to appropriate resources within the clinic.
- Keep the front entrance clear and unobstructed for patient and visitor drop off and pick up.
- Uphold HIPAA guidelines and maintain confidentiality in all interactions.
- Ability to go up and down stairs on a frequent basis.
- Assist the Behavioral Health Department with research projects as appropriate.
- Monitors the waiting area to check in on patients who may require guidance or assistance.

PREFERRED QUALIFICATIONS:

- Experience serving customers and patients, preferably in the healthcare industry.
- Excellent interpersonal communication skills (verbal, written, and listening).
- Experience in using computers, telephones, and office equipment.

LANGUAGE:

- Fluent reading, writing, and speaking in English is required.
- The ability to speak a Chinese dialect, Vietnamese, Spanish, or another language is an asset.

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This is a volunteer position. I, the undersigned, acknowledge that I have read, understood, and accepted this position description and am able to perform these essential job functions without restrictions. I also understand that it may be modified from time to time.

_____	_____	_____
Volunteer Print Name	Volunteer Signature	Date

If the volunteer is under 18 years of age, please also have your parent/guardian sign below:

_____	_____	_____
Parent/Guardian Name	Parent/Guardian Signature	Date
_____	_____	_____
Volunteer Coordinator Name	Volunteer Coordinator Signature	Date
_____	_____	
NEMS Host Name	NEMS Host Title	
_____	_____	
NEMS Host Signature	Date	