NORTH EAST MEDICAL SERVICES
東 北 醫 療 中 心

NORTH EAST MEDICAL SERVICES
VOLUNTEER POSITION DESCRIPTION

Title: Dental Volunteer
Location(s): 1520 Stockton St, San Francisco, CA 94133
Host Name: Dental Director

SUMMARY OF VOLUNTEER POSITION:

The dental volunteer is responsible for helping the dental 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:

- Assist patients with confirming appointments, directing patients to appropriate locations, and other appropriate appointment tasks.
- Provide general information about NEMS' dental department and services availabilities.
- Help guide patients to the appointment location(s) within the building.
- Provide non-medical translation services for patients.
- Uphold HIPAA guidelines and maintain confidentiality in all interactions.
- 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.

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	