



Changing lives
Building communities
Creating opportunities

VOLUNTEER POSITION DESCRIPTION

Old Town Clinic Outreach Call Center Pilot Program Volunteer

Central City Concern currently has an opportunity for volunteers who wish to play an integral part in an exciting pilot project at Old Town Clinic (OTC). Volunteers will staff a patient outreach call center, contacting OTC patients to spread awareness and encourage participation in OTC's disease management (diabetes, tobacco use, etc.) groups. People looking to gain experience in medicine or social service are encouraged to apply.

Volunteers will receive electronic medical record (EMR) training, gain experience with outreach to at-risk populations, work toward the possibility of further opportunities at the Clinic, and receive a letter of recommendation upon completion of volunteering, if desired.

Preferred availability is one evening (5:00pm to 8:00pm) per week – tentatively set for Tuesdays – over the course of at least four to six months.

If you are interested, please contact Paul Park, Volunteer and Events Coordinator, at paul.park@ccconcern.org or 503-200-3896.

TITLE: Old Town Clinic Outreach Call Center Pilot Program Volunteer

REPORTS TO: Petra Horn-Keller, Health Program Coordinator, Old Town Clinic

DESCRIPTION OF DUTIES:

1. Call patients to spread awareness of and encourage participation in OTC disease management groups
2. Provide accurate information about OTC disease management groups

SKILLS AND ABILITIES:

1. Developed social and telephone etiquette; previous customer service or call center experience helpful
2. Ability to communicate clearly and exhibit patience during phone calls
3. Electronic medical records (EMR) training will be provided
4. Ability to act in accordance with federal and state laws regarding patient privacy
5. Ability to take direction and guidance
6. Ability to effectively interact with employees and clients with diverse ethnic backgrounds, religious views, political affiliation, cultural backgrounds, life-styles, and sexual orientations and to treat each individual with respect and dignity
7. Volunteer is required to attend New Volunteer Orientation
8. Weekly time commitment required

Central City Concern is a non-profit social service and housing agency whose mission is to provide comprehensive solutions for ending homelessness and achieving self sufficiency. CCC provides many services, such as chemical dependency treatment, employment services, housing, medical services, and other related services, to a diverse population. As an agency deeply rooted in recovery we have a keen interest in promoting and maintaining a Drug & Alcohol-Free Workplace. A drug and alcohol-free workplace is essential in supporting individuals in recovery, and in providing a safe, healthy, and productive environment for employees.