

# WELCOME COORDINATOR

## VOLUNTEER JOB DESCRIPTION



## OBJECTIVE

Our Welcome Coordinator (WC) volunteers help create an inclusive hospitable environment for anyone that walks through our doors by making a positive first and last impression on our patients, clients and neighbors in need. Our WC's are the face of our organization and the glue that keeps our center operations effective.

## LOCATION

### Open Door Clinic

1390 Capital Blvd, Raleigh NC 27603

## RESPONSIBILITIES

- Welcoming patients and guests.
- Utilizing our electronic check in system to direct patients / potential patients to the appropriate department
- Ability to maintain client confidentiality.
- Directing patients to the second floor once check in has been completed.
- Providing guests with external resources as needed.
- Assisting with maintaining the cleanliness of the front lobby.
- Be a welcoming and positive representative of the community and mission by having a supportive and non-judgemental attitude.

## QUALIFICATIONS

- 16 years old and older
- Moderate computer skills
- Ability to multi-task
- Bilingual skills are helpful but not necessary.

## COMMITMENT

We kindly ask that you commit to at least 2 shifts per month, for at least 3 months.

## SHIFT OPTIONS

### Monday & Thursday

9:00 am - 11:30 am

11:30 am - 2:00 pm

2:00 pm - 5:00 pm

### Tuesday & Wednesday

9:00 am - 12:00 pm or 9:30 am - 12:30 pm

12:00 pm - 3:00 pm or 12:30 pm - 3:30 pm

3:30 pm - 6:30 pm

## SUPERVISOR

UMWC Resource Coordinator

## TRAINING/SUPPORT

- First shift will be a training shift with experienced volunteer
- Ongoing support provided by Resource Coordinator and Access to Care Staff

## BENEFITS

At the Open Door Clinic, our staff and volunteers provide quality care to more than 1,500 uninsured adults. You will be making a difference in your community by assisting our patients with seeing their doctor in a safe welcoming environment. You will be assisting us in improving healthcare access for uninsured and medically underserved populations of Wake County.