



JOB DESCRIPTION

Patient & Volunteer Services AmeriCorps VISTA

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POSITION

Work with top medical and community volunteers at our award-winning free clinic on our AmeriCorps VISTA Team to advocate for and serve low-income uninsured patients, in the vibrant city of Providence. Become a *Patient & Volunteer Services AmeriCorps VISTA* at Rhode Island Free Clinic for a year of national service in “the Domestic Peace Corps.” Gain transferable skills in health care, business management, project planning, program development, and human resources. *Three positions available, to start in June & July 2022.*

The Clinic raises 100% of its \$1.5 million annual budget, and with that leverages over \$6 million in additional health resources to provide medical, dental, behavioral health care and wellness programs to improve the health of vulnerable Rhode Island adults. Through the Clinic’s comprehensive range of free health services, patients’ health is stabilized and improved, and they are empowered through increased health literacy, follow-up visits, and referrals to self-manage chronic conditions and better maintain their own wellness.

The Clinic seeks a savvy, outgoing, energetic, highly organized Patient & Volunteer Services AmeriCorps VISTA to build capacity in patient care and volunteer services. As an integral part of the Clinic’s Team, this person will be responsible for helping to develop strategies and procedures and implementing best practices in our patient and volunteer services. This position offers a unique opportunity to thrive in the Clinic’s highly professional, personable, dynamic volunteer model, while gaining skills in patient services, public health, human resources, business development, and volunteer management.

DUTIES

- Build the Clinic’s capacity in patient care and volunteer services by actively working with our AmeriCorps VISTA Team and award-winning corps of volunteer medical professionals, community partners, and support personnel
- Recruit, schedule, support, and mobilize volunteers to provide patient services, including 150+ primary, behavioral health, dental, and specialty providers, and 350+ support volunteers (interpreters, medical scribes, telehealth, wellness educators, Electronic Medical Records, pharmacy, and administrative support)
- Develop projects to expand and create sustainable pipelines of volunteers
- Enhance onboarding for new volunteers including volunteer job descriptions, orientations, assignments, and medical liability coverage for new volunteer providers
- Maintain and enhance scheduling and reporting in volunteer software
- Support and enhance partnerships with academic training partners for trainee placements
- Develop policies and systems to enhance volunteer satisfaction, increase retention, and reduce attrition
- Evaluate the effectiveness of volunteer programs
- Identify and recruit for specific volunteer needs including current and emerging activities
- Champion emerging Clinic initiatives including COVID-19, telehealth, dental, behavioral health, and healthcare student training

QUALIFICATIONS & EXPERIENCE

- Savvy self-starter with demonstrated initiative and interest in medicine or public health
- Excellent organizational, interpersonal, and analytical skills
- Ability to prioritize and execute administrative tasks, projects, and systems
- Flexible and capable problem solver with entrepreneurial, can-do spirit
- Resilience, and determination to work together with a strong Team
- Creative thinker, enthusiastic people person and team player with the ability to motivate others
- Commitment to the Clinic’s mission, volunteer model, and service to the uninsured
- Familiarity with Microsoft Office, particularly Excel & Access, preferred but not required
- Bilingual English and Spanish are preferred but not required

TO APPLY Applications **must** be submitted through the AmeriCorps VISTA site below, Clinic does not accept applications directly.

GO TO <https://www.nationalservice.gov/programs/ameri-corps/ameri-corps-programs/ameri-corps-vista/join-ameri-corps-vista>

Please review AmeriCorps VISTA information on this site. Then go to <https://my.americorps.gov/mp/login.do> and click “Search Listings.”

For the search, select the “Rhode Island” and “AmeriCorps VISTA” options. Scroll until you find this position, click on it, and “Apply Now”.

Submit your application including 2 references.