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POSITION DESCRIPTION

TITLE: Volunteer Coordinator
REPORTS TO: Practice Manager
SALARY: Non-exempt, 40 hours a week
DATE: April 2024

Volunteer Coordinator: Reporting to the Practice Manager and working closely with the Volunteer Medical & Associate Medical Directors, the Volunteer Coordinator is a strategic partner to further our model of high quality, community-based healthcare services for uninsured, low-income adults whom we serve. The Volunteer Coordinator is responsible for the processing and coordination of volunteer applications, trainings and their daily schedules. The Volunteer Coordinator assists all providers and non-clinical volunteers to receive trainings in the Free Clinic's policies and procedures, EMR and assignment functions.

RESPONSIBILITIES

- Be the coordinator and point of contact for all volunteers; provide them trainings by volunteer categories of roles and clinic EMR, eClinical Works.
- Coordinate volunteer database Volgistics, and provide routine information on volunteer data required for reporting purposes.
- Onboard and complete all volunteer applications, as well as update applications and credentialing packets on a routine basis prior to expiration. Work in collaboration with Medical Director to approve credentialing applications for medical volunteers.
- Create and update manuals for all volunteer trainings, and for the volunteer coordination role, on a routine basis.
- Send communications to volunteers of their pending credentialing documentation needed to process and complete credentialing application.
- Process Federal Torts Claim Act applications for volunteers to have malpractice insurance during their term as volunteers at RIFC.
- Coordinate and manage Volgistics schedules for volunteers based on assignments for clinical and non-clinical volunteer roles on a daily and monthly calendar.
- Support clinical team by providing volunteer scheduling updates on a daily basis. Maintain volunteer schedules assigned for all roles needed on a daily basis. Outreach to volunteers when cancellations occur to fill assignments as soon as possible.
- Complies with all mandatory trainings, both internal and those provided by external resources as needed for position.
- Recruit volunteers on a routine basis for all positions by outreaching to institutions, organizations and providers directly, based on clinic needs.
- Be flexible, organized, and function under stressful situations.
- Follow and adhere to Rhode Island Free Clinic policies.

- Other responsibilities as defined by the supervisor.

QUALIFICATIONS

- Must have strong and effective verbal and written communication skills.
- Knowledge of Electronic Health Record System preferred; basic computer skills and willingness to learn.
- Bachelor's Degree preferred, experience with volunteer coordination and management.
- Must be attentive to detail, cooperative, punctual, dependable, and be receptive to new ideas.
- Strong customer service focus, with experience working on a fast pace environment.
- Organized and able to manage competing priorities.
- Resourcefulness in problem solving and good judgment.
- Ability to maintain confidentiality and adhere to HIPAA regulations.
- Treat all volunteers and colleagues with dignity and respect.
- Flexibility with schedule.

ORGANIZATION

Rhode Island Free Clinic (www.riFreeClinic.org) is a nationally recognized, award-winning free clinic in Providence, Rhode Island, that provides free comprehensive primary medical, dental, vision and behavioral health care to uninsured, working poor, and low-income Rhode Island adults. It also serves as an educational training site for aspiring health care professional.

Care is provided through a dynamic statewide network of volunteer medical professionals working with academic, medical, and community partners, leveraging robust health care resources with a vitality that is unmatched in Rhode Island and remarkable in the nation. In 2022, the Clinic mobilized nearly 500 volunteers and community partners to provide over 10,000 patient visits to vulnerable, medically uninsured adults.

TO APPLY:

Please email RESUME and COVER LETTER to: info@riFreeClinic.org