



655 Broad Street
Providence, RI 02907
p 401.274.6347
f 401.274.6562
www.riFreeClinic.org

POSITION DESCRIPTION

Title: Volunteer Coordinator
Reports To: Clinical Operations Manager
Salary: \$24 - \$26 an hour, *commensurate with experience*
Schedule: Full-time; Hourly; Non-exempt
Start Date: June 2026

Volunteer Coordinator: The Volunteer Coordinator plays a critical role in supporting the Rhode Island Free Clinic's mission by managing and strengthening the Clinic's volunteer program. This position is responsible for recruiting, onboarding, scheduling, and supporting a diverse group of clinical and non-clinical volunteers who provide essential services to uninsured and underserved patients. The Volunteer Coordinator ensures smooth day-to-day volunteer operations, maintains compliance with Clinic and regulatory requirements, and fosters a positive, inclusive volunteer experience that supports high-quality patient care.

RESPONSIBILITIES

- Be the coordinator and point of contact for all volunteers; provide them trainings by volunteer categories of roles and partner with internal and external training partners, when applicable.
- Support volunteers while at clinic with questions, troubleshooting, miscommunication and/or additional resources needed for a successful volunteer shift.
- Coordinate volunteer database Volgistics, and help to provide 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.
- Partner with appropriate staff and volunteers to ensure manuals for all volunteer trainings, and for the volunteer coordination role, are updated 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 (FTCA) 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.
 - If unable to fill open volunteer positions, volunteer coordinator may step-in to support volunteer roles. This includes scribe, patient services, and interpreting, when appropriate and applicable.
- Complies with all mandatory trainings, both internal and those provided by external resources as needed for position.



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- In partnership with leadership and larger clinic community, recruit volunteers on a routine basis for all positions by outreaching to institutions, organizations and providers directly, based on clinic needs.
- Coordinate with academic institutions and medical student groups for seamless integration of fellows and medical school residents.
- When applicable, supervise relevant partner institution interns, fellows, and/or AmeriCorps VISTA member(s).
- Ensure volunteer room and volunteer spaces are tidy, organized, and ready for upcoming shift with relevant information and updates accessible.
- 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

Required:

- Must have strong and effective verbal and written communication skills.
- 1-2 years of experience with volunteer and/or intern coordination, recruitment, and/or management
- Basic computer skills and willingness to learn.
- Must be attentive to detail, cooperative, punctual, dependable, and be receptive to new ideas.
- Strong customer service focus, with experience working in 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.

Preferred:

- Bachelor's Degree.
- Knowledge of Electronic Health Record System.
- Spanish speaking.
- Previous experience in hospital or clinical setting, specifically partnering with clinicians.

Schedule – 40 hours a week (FT):

- Monday: 8am – 5pm
- Tuesday: 8am – 8pm
- Wednesday: 8am – 5pm
- Thursday: 8am – 8pm

ORGANIZATION



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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 2025, the Clinic mobilized nearly 450 volunteers and community partners to provide over 5,000 patient visits to vulnerable, medically uninsured adults.

TO APPLY:

Please email RESUME and COVER LETTER to: info@riFreeClinic.org with the subject line: RIFC Volunteer Coordinator.

Rhode Island Free Clinic EEO Statement:

The Rhode Island Free Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.