



## **Borland Free Clinic- Volunteer Position Description**

Position: Front Desk Assistant (FDA)

Reports to: Clinic Manager

### Position Description

The FDA is the face of the clinic and is the first person that patients meet when they come to the clinic. The FDA greets patients, checks them in for appointments, schedules follow up appointments, and keeps the business of the clinic orderly, welcoming, and confidential.

### Schedule

The FDA should be available on clinic days (Monday and Thursday) during clinic hours (3:00-7:00 pm). The FDA should be able to arrive at the clinic early, however, to prepare the front desk for the clinic.

Currently, we are requesting that volunteers commit to a minimum of two 4-hr shifts per month for the first six months.

### Qualifications

A successful FDA is professional, calm, organized, efficient, and detail oriented. This volunteer will also need to be compassionate, outgoing, welcoming, and discreet to ensure that our patients have the best care experience possible. Additionally, the FDA should be able to manage multiple office systems, including electronic health record systems, and be able to multitask. Being bilingual in Spanish is not required but is helpful.

### Specific Responsibilities

- Greet patients
- Deliver patient inquiries, including requesting prayer, to the appropriate parties
- Help prepare the front desk for clinic
- Check in patients for appointments
- Notify the nurse on duty that the patient is checked in
- Schedule return appointments
- Help staff with various miscellaneous administrative tasks
- Maintain the front desk and waiting room in an orderly manner

- Perform clinic closing tasks, such as locking the file drawer and preparing patient registration documents for following shift