

SISTERING

Medical Reception Volunteer Description

Time commitment	<p>Tuesdays 5 pm – 9 pm or Thursdays 6 pm – 9 pm 6 month commitment or longer preferred</p> <p>Other clinic hours that may need to be covered on a relief basis: Mondays 12 pm to 5 pm Tuesdays 9:30 am to 5 pm Thursdays 9 am to 5 pm</p>
Purpose of the Program	<p>To support Sistering’s low-barrier medical and psychiatric clinic in delivering services with compassion, dignity, and confidentiality.</p>
Outline of responsibilities	<p>Volunteers will book appointments, perform admin tasks such as scanning and faxing, make phone calls to patients, and do so while protecting the privacy of patients.</p>
Activities and tasks:	<ul style="list-style-type: none"> - Work with a team of volunteer receptionists and have some flexibility to switch and cover shifts for other volunteers on the team - Required to attend 1.5hr-2hours training on a regular basis, i.e, to EMR (database) system, Privacy Act, and training related to homelessness, trauma, etc. - Assisting the Doctors with various administrative tasks - Book appointments in person or by phone, arrange referrals, check patients in - Photocopying, labeling and filing documents - Inputting and organizing filing systems including data entry tasks - Works responsibly and respectfully at all times with staff and participants - Works well as a part of a team to ensure important information is shared - Consults with staff respectfully and assertively to negotiate terms of volunteer placement - Demonstrates good judgment and the ability to consult and take direction from staff appropriately - Maintain confidentiality due to the nature of the information accessed
Skills, experience and qualifications required	<ul style="list-style-type: none"> - Previous experience in a medical setting and knowledge of medical terminology - Knowledge and skills in Microsoft Office such as Word, Excel and computer database systems

	<ul style="list-style-type: none"> - Demonstrates an understanding and commitment of working from an anti-oppressive, feminist, trauma informed, harm reduction philosophy - Strong organizational skills - Possesses various administrative skills (faxing, photocopying, managing phone lines) - Strong interpersonal skills and ability to multi-task in a fast-paced environment - Knowledge of the issues related to homelessness and poverty - Demonstrates clear professional boundaries as outlined by Sistering policies and the Inner City Health Associates - Strong knowledge and experience in Harm Reduction an asset
Personal traits and qualities needed and/or desired	<ul style="list-style-type: none"> - Able to work independently comfortably leading a small size group - Flexibility - Patience - Reliable (women look forward to the program) - Able to set boundaries - Keep a warm and friendly environment (sense of humor helps) - Commitment to anti-oppressive, trans-inclusive, feminist, harm reduction philosophy or interest in learning it - Asset if ability to speak second language especially Spanish, Mandarin, Cantonese, Portuguese
Orientation and training required	Yes: volunteer orientation, online training modules for AODA, Health and Safety, Harm Reduction, Customer Service Standard, OSCAR and PHIPA training
Support, supervision and evaluation provided	Staff are on site at all times to support. Supervisor: Volunteer Coordinator: Alida Morris, P: 416-926-9762 ext. 239 E: amorris@sistering.org
Mandatory activities (e.g. training, monthly meetings)	Volunteer orientation and shadow shift with current program volunteers
Working conditions (e.g. non-smoking environment)	The medical clinic is run on the top floor of Sistering's drop in centre. Volunteers may be exposed to unpredictable behaviors or situations. Staff are on site at all times and present to respond to any crises
Benefits to the volunteer	Learn skills/improve people service skills; how to work with people who are homeless, living with chronic poverty, have experienced complex forms of trauma and mental health issues. Be part of a network of people working towards eliminating barriers to inclusion, support and services. Volunteer coordinator is able to give reference letter confirming volunteer hours and activities undertaken.