

## Volunteer Position Description

### Mission Statement & Belief

Dream Centers Colorado Springs exists to provide health and hope for people in the Pikes Peak Region who are working to rebuild their dreams. We believe lives are transformed when we serve the whole person, which means meeting basic needs, providing people with effective health care, offering opportunities to learn and access life skills training, and providing a safe haven that supports our clients designing their lives anew. Our values, both core and aspirational, guide our work every day.

**Position Title:** First Impressions Volunteer

**Reports To:** First Impressions Director

**Status:** Volunteer position without opportunity for employment

### Position Overview

The First Impressions volunteers are responsible for welcoming, engaging and working with the community to get women scheduled for appointments either in person, on the phone, or through telehealth.

### Qualifications

- Comfortable answering phones and interacting with callers
- Able to learn and utilize EHR according to clinic protocols
- Annual overview of clinic policies and procedures

### Personal Character

Caring and compassionate, flexible, reliable, committed, and excellent communication skills. Follower of Jesus, comfortable with our holistic approach to health including physical, emotional, mental, and spiritual care.

### Duties & Responsibilities

- Schedule women for appointments as long as they meet criteria for who we can serve
- Schedule women for follow up appointments as requested by providers
- Reply to patients via phone, portal or email as appropriate
- Work in the Electronic Health Record system to check patients in/out
- Ensure all patient documents are properly stored in the patient charts and updated as needed
- Communicate internally and document within the patient charts as appropriate
- Maintain clean lobby
- Keep communication open with the Clinic Director, Operations Director, and First Impressions Director
- Observe and follow all safety protocols and guidelines within the Clinic
- Must maintain the highest levels of confidentiality with all Women's Clinic information
- Able to hold boundaries in service to promote healthy life balance
- Log volunteer service hours in Volgistics

### Time Commitment

One 3-4 hours shift per week. Hours of operation: Mon, Wed, Thurs 9am-4pm; Tues 12pm-7pm.

**Orientation & Training:** First Impressions Director