



## VOLUNTEER POSITION DESCRIPTION

### Old Town Clinic Concierge Volunteer

Central City Concern's [Old Town Clinic](#) is in search of a volunteer interested in greeting and guiding patients entering our newly remodeled Clinic space.

The volunteer would be responsible for warmly welcoming patients to the Old Town Clinic, inquiring about the purpose(s) of their visit that day, and guiding them to the appropriate Clinic space (pharmacy windows, main intake line, upstairs check-in, etc.)

The Concierge Volunteer will be essential in providing our patients with a streamlined, positive healthcare visit experience. This may be an ideal opportunity for an individual with excellent customer service skills looking for a way to interact directly with our patient population and make an immediate contribution to their quality of care. We are looking to recruit multiple Concierge Volunteers in order to provide this service for as many hours each week as possible.

If you are interested, please fill out the [online interest form](#), e-mail [peter.russell@ccconcern.org](mailto:peter.russell@ccconcern.org), or call 503-200-3896.

**REPORTS TO:** Billie Kay Stafford, Old Town Clinic Operation Manager

#### DESCRIPTION OF DUTIES:

1. Greet patients entering the Old Town Clinic through the main entrance
2. Ask about the purpose(s) of their visit
3. Escort the patient to the appropriate Clinic space
4. Answer questions when possible and find appropriate staff members when needed
5. Communicate effectively with patients and Old Town Clinic staff members

#### SKILLS AND ABILITIES:

1. Considerable customer service experience desired; warm, patient, and calm demeanor
2. Previous experience in a clinic setting is helpful
3. History of reliable work and/or volunteer performance
4. Able to volunteer on a consistent schedule
5. Due to confidentiality issues, individuals who have received services from any CCC program in the past two years are not eligible for this position.
6. Ability to handle sensitive and confidential information on a regular basis.
7. Ability to stand for medium-to-long periods of time
8. Ability to take direction and guidance
9. Ability to effectively interact with employees and clients with diverse ethnic backgrounds, religious views, political affiliation, cultural backgrounds, lifestyles, and sexual orientations and treat each individual with respect and dignity
10. Volunteer is required to attend New Volunteer Orientation

Central City Concern is a non-profit social service and housing agency whose mission is to provide comprehensive solutions for ending homelessness and achieving self sufficiency. CCC provides many services, such as chemical dependency treatment, employment services, housing, medical services, and other related services, to a diverse population. As an agency deeply rooted in recovery we have a keen interest in promoting and maintaining a Drug & Alcohol-Free Workplace. A drug and alcohol-free workplace is essential in supporting individuals in recovery, and in providing a safe, healthy, and productive environment for employees.