

# Volunteer Position Description

<b>Position Title:</b>	Behavioral Health Outpatient - Office Assistant
<b>Position Type:</b>	Non-patient Care or Service Personnel
<b>Facility:</b>	Flo
<b>Position Summary:</b>	
Capable of handling diverse personalities in a professional, non-judgmental manner; enjoys working with people but is job focused rather than social focused; has a pleasing “customer relations” oriented personality; is dependable; is mature enough not to take comments of disgruntled clients personally and; can keep all client interactions and content confidential.	
<b>Qualifications:</b>	
<ul style="list-style-type: none"><li>• Maintain confidentiality</li><li>• Ability to file, collate, copy</li><li>• Customer service skills</li></ul>	
<b>Duties &amp; Responsibilities:</b>	
Duties & responsibilities could include: <ul style="list-style-type: none"><li>• Filing, collating, copying chart forms and/or patient information for clerical and/or therapy staff</li><li>• Greet and offer assistance to all patients, families, and visitors in the department</li><li>• Assist therapy staff during group sessions with clients to help them with snacks/breaks, handing out papers, collecting papers</li></ul>	
<b>Key Accountabilities:</b>	
Some components that could be objectively measured/evaluated to perform include: <ul style="list-style-type: none"><li>• The ability to prioritize requests</li><li>• Maintaining a positive demeanor</li><li>• Appropriate conversation with the behavioral population</li><li>• Troubleshooting issues with copiers/supplies (includes seeking assistance from staff when issues arise)</li></ul>	
<b>Time Commitment:</b>	
<ul style="list-style-type: none"><li>• Typically one three to four hour per week commitment.</li></ul>	
<b>Uniform:</b>	
<ul style="list-style-type: none"><li>• Business casual attire is appropriate.</li></ul>	