



WASATCH HOMELESS HEALTH CARE, INC. POSITION POSTING

Position Title: Volunteer Engagement Coordinator
Status: Non-exempt
Amount of Travel: Limited local travel
Reports to: Director of Clinical Operations

Organization Overview

Wasatch Homeless Health Care, Inc., (WHHC) dba Fourth Street Clinic, Salt Lake City's leading nonprofit healthcare provider for homeless Utahns is an FQHC Patient Centered Medical Home that operates with a staff of 50 and a volunteer network of more than 150. Annually, the clinic serves 5,100 homeless men, women and children with 32,000 primary care, mental health, substance abuse, dental, specialty care and case management visits. Fourth Street Pharmacy dispenses 60,000 medications. By increasing homeless Utahns' access to primary care, Fourth Street Clinic is a major partner in ending homelessness, promoting community health, and achieving across-the-board health care savings.

Position Overview

The Volunteer Engagement Manager is responsible for implementing the overall operation of a comprehensive volunteer program. The Manager coordinates all aspects of recruiting, interviewing, orientation, coordination of training, evaluation and credentialing as required for all volunteers. In addition, the Manager oversees the volunteer recognition program to cultivate strong organizational relationships.

Core Responsibilities:

- Assure that coordination and facilitation of Fourth Street Clinic's volunteer program is integrated into the overall clinic operations.
- Develop and maintain ongoing recruitment, training and volunteer program planning, which includes the on-boarding process for the volunteers.
- Develop relationships with all volunteers including Board of Directors, committees, community and students.
- Communicate with staff to identify volunteer opportunities within the agency and coordinate
- Match volunteer requests from medical, dental, pharmacy and administrative staff with appropriate volunteers.
- Ensure ongoing communication with volunteers in updating and maintaining of their volunteer files, including credentialing, and trainings as needed.
- Maintain volunteer communications and online resources including volunteer newsletter, volunteer surveys, and online volunteer (Volgistics)
- Assist and maintain a working budget for the volunteer and engagement program. Work with supervisor and finance department to ensure accuracy of budget.
- Manage, respond and track volunteer applications within volunteer database to ensure timeliness and accuracy of the volunteer status.



- Oversee background and credentialing paperwork for volunteers, which may include completing fingerprinting cards. Make sure all requirements are met and submitted in a timely fashion.
- Work with various departmental staff to ensure volunteers are provided with “job” specific training, orientation and supervision as needed. (i.e Medical Assistant volunteers will be provided job associated training, orientation and supervision by the Clinic Manager).
- Organize with Director of Clinical Operations (DCO) to make certain all MOU’s for student volunteers and other volunteer groups are signed, current and accurate.
- Collaborate with Development Director to ensure having volunteer coverage of agency events.
- Develop and prepare volunteer status reports for compliance/malpractice requirements, in-kind volunteer hours, and tracking on a monthly, quarterly and annual bases.
- Coordinate selection and approval of on-boarding volunteers with supervisor
- Coordinate with Human Resources credentialing packets are up to date and reviewed as needed for volunteer providers.
- Adhere to FTCA and HRSA regulations, maintain and communicate with supervisor and other departmental staff deficiencies or gaps in this area as it pertains to volunteers.

Qualifications

- Bachelor’s Degree preferred or equivalent work/volunteer experience.
- Three (3) or more years of previous volunteer coordination preferred.
- Demonstrated ability to work effectively with all administrative and clinical personnel and management leaders.
- Able to work autonomously and part of a multidisciplinary team to ensure accurate and timely information relating to volunteers.
- Excellent written and verbal skills.
- Strong organizational skills; ability to document, file and submit a variety of paperwork.
- Ability to converse with a variety of education levels and learning styles.
- Able to work flexible schedule to meet demands of organization and volunteer program.
- Demonstrated high-level proficiency with web-based tools, Microsoft Office applications including but not limited to: Outlook, Word, Excel, and PowerPoint.

If interested, please send resume/CV to:

jobs@fourthstreetclinic.org

No phone calls please

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