



Volunteer Position Description

Title: **Community Outreach Assistant**
Department: Community Health Centers
Reports To: Community Health Centers Assistant Manager

SUMMARY

The National University of Natural Medicine Community Health Centers provide affordable natural health care to medically underserved people of the greater Portland Metropolitan area. We give high quality clinical training for our students while we educate, treat, and empower patients to lead healthier lives. As a Community Outreach Assistant, you will gain first-hand experience working in marketing NUNM services to various communities in the greater Portland metro area, as well as in building relationships with established and prospective patients.

TASKS AND RESPONSIBILITIES

- Attend all required trainings (new hire orientation, EPIC training, outreach training, HIPAA)
- Maintain strict confidentiality and abide by the NUNM Confidentiality Policies and Procedures
- Serve as a representative of the NUNM community; maintain a warm and welcoming demeanor
- Contact established and prospective patients via phone and outreach collateral
- Educate community members on the services available at our health centers
- Refer individuals to community resources as needed
- Document encounters with patients within EPIC correctly
- Practice humbleness in working with communities that you do not identify with
- Continuously be open to learning about how to work with marginalized communities
- Occasionally join NUNM staff and students in outreach efforts off site of campus
- Assist in creating tabling displays and handing out NUNM collateral
- Attend occasional check-ins with Assistant Manager
- Complete an Exit Interview

TIME REQUIRED

- A commitment to maintain a regular volunteer schedule of 2.5 hours per week for a period of 4 months; complete 50 hours of volunteer time (including trainings)

QUALIFICATIONS

- Have a personal commitment to health equity
- Must be over the age of 18
- Have reliable transportation to campus (and offsite outreach events)
- Previous experience in customer service preferred
- Proficiency in using computers and electronic applications
- Knowledge of Spanish language and Latinx culture is desired, but not required

- Ability to read and comprehend instructions, short correspondence, and memos
- Ability to provide clear and concise information
- Respond to all correspondence and requests within a timely manner

TRAINING PROVIDED

- New Hire Orientation
- HIPAA Training
- EPIC
- Outreach

WORK ENVIRONMENT

- Professionalism is required
- Appropriate dress and attire; business casual
- Scent-free work spaces
- Accommodations may be made upon request

BENEFITS

- Possible internship credit
- Free community health center visits
- Lair Hill medicinal discount
- Ongoing professional training opportunities

ADDITIONAL REQUIREMENTS

- Must pass a criminal background check
- Must attend a attend all trainings
- Must consent to a free TB screening at NUNM

CONTACT PERSON

To apply for this internship, please e-mail, Community Health Centers Assistant Manager, [Ada Grey Catanzarite](mailto:Ada.Grey.Catanzarite@nunm.edu) at acatanzarite@nunm.edu expressing your interest and attach a resume. Applications accepted on a rolling basis.