



VOLUNTEER POSITION DESCRIPTION

PROGRAM: Community Care Services' Outpatient Clinic(s)

POSITION REPORTS TO: Program's Volunteer Supervisor

DESCRIPTION DONE BY: Director of Volunteer & Intern Services

POSITION TITLE: Community Care Services - Outpatient Clinic Volunteer

We offer a comprehensive range of mental health and behavioral health care services including intensive substance abuse services; evaluations for individual and families in the areas of parenting, substance abuse, and trauma; psychopharmacological evaluation & management as well as psychological testing. Services are also provided in the home and/or at school.

The two clinics are a very busy environment. The information that the department handles on a daily basis is personal and private. Confidentiality is a must in this department, and is taken very seriously.

QUALIFICATIONS (Education and Experience)

- There are no formal education requirements for volunteers.
- Office and business skills a must.
- Microsoft office skills are very helpful, but not required.
- Ability to be pro-active and reliable.
- Ability to bend and move with ease.
- Ability to promote a caring and respectful attitude toward service recipients, staff and other volunteers, respecting privacy and confidentiality.

Community Care Services seeks to find the best volunteer for an available position. The agency does not discriminate with regard to gender, marital status, pregnancy, sex, color, race, age, national origin, ancestry, religion, or creed, physical or mental disability, sexual orientation, gender identity/expression, genetics, military or Veteran's status, political beliefs or other protected status.

PRINCIPLE ACCOUNTABILITIES

General Duties and Responsibilities:

- Dress appropriately and be punctual.
- Notify your supervisor if you are unable to keep your schedule.
- Keep a record of your service hours on the posted form in the clinic.
- Sensitivity to service recipients' ethnic, cultural and economic backgrounds, as well as physical or mental challenges.
- Follow the agency's Confidentiality Policy.

Specific Responsibilities:

You can choose to participate in a variety of activities, including:

- Filing, faxing, tracking information (if applicable)
- Photocopying, organizing, assembling packets (if applicable)
- Shredding paper files as needed (if applicable)

OTHER RELATED RESPONSIBILITIES

All long-term volunteers (performing a total of more than 20 hours of service) at Community Care Services complete an intake and orientation that includes Criminal Offender Record Information (CORI) clearance, reference check, Occupational Safety and Health Administration (OSHA) training, tuberculosis screening, information on Community Care Services' mission, as well as our Outpatient Clinics' place in that mission, including its philosophy, goals and general policies. The OSHA training and tuberculosis screening is repeated annually.

Volunteers are encouraged to attend additional training, including First Aid and CPR, This training is our gift to you.

WORKING CONDITIONS:

Volunteers may choose to work at either of Community Care Services' Outpatient Clinic locations:

70 Main Street, Taunton, MA 02780 or 140 Park Street, Attleboro, MA 02703

AGENCY SUMMARY:

Community Care Services is a non-profit 501(c)(3) human services agency. Our mission is to maximize the potential inherent in individuals, families and communities. The agency offers over 30 diverse programs throughout Southeastern Massachusetts, parts of Rhode Island and Connecticut, serving over 8,000 individuals each year.

We have over 400 employees and 250 volunteers, including interns. The agency provides a variety of volunteer opportunities, based on your interests and skills.

Please visit our website at www.communitycareservices.org. On the “Home” page, type **volunteer** in the search bar. This will link you to the agency’s Volunteer & Intern website for additional information and application paperwork.

Because you have chosen to volunteer at one of Community Care Services’ programs, we recognize that you are a generous and caring person. We appreciate your contributions; and our staff is committed to providing excellent supervision and support for you. We sincerely feel that volunteers are members of our team; and we hope that you feel as we do.

Contact:

Contact: Pacey Murphy, Office Manager

Attleboro: 508-222-7525, Ext. 255

Taunton: 508-821-7777, Ext. 327

pmurphy@communitycareservices.org.