

SURVEYOR VOLUNTEER

Health Care for the Homeless serves many individuals and families who seek access to health care services. In keeping with our drive to constantly improve the client experience, our team regularly conducts surveys of our population. The Surveyor Volunteer works alongside our performance improvement team to accomplish these efforts.

RESPONSIBILITIES

- Interacts with clients during visits to review and evaluate their experience using a survey tool
- Works alongside clinical and administrative staff to maintain consistent patient flow in the clinic

EXPECTATIONS

- Be sensitive to people's behavioral, physical and personal situation
- Arrive for your scheduled shift but communicate with the volunteer supervisor when something changes
- Actively listen to each other's story and needs
- Have a supportive attitude
- Give respect and be respected
- Ask for help from staff or security when you do not know the answer or need support
- Understand that conversation is productive
- Be comfortable with not being able to solve every problem
- Practice and model Health Care for the Homeless core values:
 - Dignity: fostering respect and compassion
 - Authenticity: practicing open and honest communication
 - Hope: finding and focusing on people's strengths
 - Justice: building a healthy community that includes everyone
 - Passion: challenging ourselves and the world around us
 - Balance: caring for ourselves and helping others do the same
- Keep patient and staff information confidential and do not share stories or photos without someone's consent

IMPORTANT SKILLS

- Ability to relate effectively to homeless individuals
- Well-developed interpersonal skills necessary to engage clients and promote positive relationships with other community agencies and providers
- Able to work with ill, disabled, emotionally upset, and sometimes hostile clients



TIME COMMITMENTS

Schedule is determined with staff supervisor and volunteer specialist.

ORIENTATION & TRAINING

Health Care for the Homeless volunteers participate in an orientation that includes information on safety, building access, relevant policies and procedures, guidelines for working with people experiencing homelessness, and a tour. Volunteers are also invited to relevant trainings and related events as their schedules permit. All volunteers have regular check-ins with their volunteer supervisor to discuss, reflect and problem-solve issues related to their role.

TOOLS AND ACCESS

Survey administration tools

VOLUNTEER SUPERVISORS

Jen Marsh, MBA
Director of Performance Improvement

LOCATION

Health Care for the Homeless
421 Fallsway, Baltimore

CONTACT

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