**POSITION TITLE:**       Genetic Counseling Volunteer

**Summary:**To support the work of various pediatric and adult genetic counselors including research and clinical communication and documentation

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| **Performance Dimensions:** | Effective Communication, Teamwork, Organizational Skills |
| **Type:** | Administrative Support |
| **Outcome:** | Keep a time log of volunteer hours and work completed and report that data to Volunteer Services. |
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| **Location:** | Hybrid remote and in person position to support various M Health Fairview clinical sites. In person location: 601 25th Ave S, Minneapolis, MN 55454 |
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| **Time Commitment:** | Flexible schedule | 100 Hour Minimum Commitment |
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| **Supervisor:** | Kelsey Lenhart |
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**Responsibilities and Duties**

* Provide administrative support for a team of ten energetic and hard-working pediatric genetic counselors including scanning patient documents, requesting records, and data organization
* Review, organize and assess patient data and contact patients to elicit new information
* Assist with our family connections program by collecting consent from eligible families, organizing the database, and calling patients to establish connections
* Work and communicate effectively with various members of the healthcare team including genetic counselors, nurses, physicians and department business coordinators
* Interact with diverse elements of the healthcare system including patient care, billing and insurance
* Contact the volunteer services office when unable to make a shift
* Record volunteer hours and outcomes after each shift

**Qualifications**

* Age Specific: 18 years or older
* Friendly, approachable demeanor
* Ability to effectively communicate with a variety of people verbally and in writing
* Ability to work independently; be self-motivated, dependable, and responsible
* Able to maintain appropriate personal and professional boundaries
* Able to maintain confidentiality
* Proficient with Microsoft Word and Excel
* Willing to follow all M Health Fairview policies and procedures

**Training**

* General orientation by the volunteer services department
* Position and project specific training by genetic counseling team as needed
* After training, the volunteer will:
  + Consistently demonstrate A-I-D-E-T standards of communication
  + Demonstrate excellent customer service and sensitivity to the needs of staff- Physical, emotional, and cultural
  + Understand HIPAA and will keep protected health information confidential
  + Understand how to maintain professional boundaries while delivering exceptional guest services
  + Demonstrate competencies for all the duties required in this role
  + Follow all M Health Fairview policies and procedures.