

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

- Sensitivity to people's mental, physical, and personal state
- Arrive at your scheduled shift, and communicate with volunteer supervisor when something changes
- Confidentiality of patient and staff information and stories
- Actively listen to each other's story and needs
- Have a supportive respectful attitude
- Ask for help from staff or security when you do not know the answer or need support
- Understand that conversation is productive
- Comfortable with not being able to solve every problem
- Never make promises that you can't keep
- 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

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
- Able to provide outreach services via walking, car, or mass transit

ORIENTATION & TRAINING

Everyone deserves to go home.

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



TIME COMMITMENTS

Schedule is determined through ongoing communication with staff supervisor.

TOOLS AND ACCESS

Access to survey administration tools

VOLUNTEER SUPERVISOR

Tracy Russell

Director of Performance Improvement

LOCATION

Health Care for the Homeless

Downtown Clinic

421 Fallsway, Baltimore

CONTACT INFORMATION

Volunteer Specialist

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