



Volunteer and Training Programs Coordinator

The Organization: Founded in 1993, CommunityHealth is the largest free clinic in the country. Operating out of Chicago's West Town neighborhood, CommunityHealth is a medical home for nearly 10,000 low-income, uninsured adults. Services include: primary care, 20+ on-site specialty/diagnostic services, medications (through an on-site licensed pharmacy), mental health/social services, health education, and more. CommunityHealth's mission is made possible through support from our donors/funders, community partners, staff and more than 1,000 volunteers.

Our Mission: Serving people without essential health care.

Our Vision: Quality health care for all.

The Opportunity: CommunityHealth seeks to hire a full-time Volunteer and Training Programs (VTP) Coordinator. The salary range is \$35-38,000, based on experience. Under supervision of the Manager of Volunteer and Training Programs, the VTP Coordinator is responsible for coordinating medical residency and medical student programs, as well as select clinic volunteer departments, including coordination of application, onboarding, and credentialing processes for all volunteers. The VTP Coordinator works with staff, volunteers and providers to ensure adequate coverage to meet the clinic session needs, and that staff and volunteers are in compliance with health center policies and procedures.

Duties and Responsibilities

Training Program Coordination

- Coordinates medical residency programs, including, but not limited to conducting orientations, onboarding, trainings, coordinating scheduling and quality measure reporting, and communicating with program directors as needed regarding any residency program-related issues.
- Coordinates medical student programs including, but not limited to conducting orientations, onboarding, and trainings, coordinating scheduling, quality measure reporting, quality improvement projects and workshops, and communicating with program directors as needed regarding any program-related issues.
- Coordinates pharmacy, dental, and nursing student programs including, but not limited to conducting orientations, onboarding, scheduling, and communicating with program directors as needed regarding any program-related issues.
- Develops training materials for training program participants, including maintenance of online volunteer resource library
- Serves as a liaison to address program participants, volunteer, patient, and staff concerns

Volunteer Coordination

- Coordinates dental and pharmacy independent volunteers, ensuring adequate clinic coverage
- Processes volunteer applications and records, ensuring all are up to date and accurate
- Coordinates volunteer application, onboarding, and training processes for smooth transition to activation
- Coordinates credentialing process for volunteer providers
- Maintains accurate service records for training program partners and independent providers

Administration

- Adds provider schedules to Electronic Medical Record (EMR) and volunteer database
- Maintains EMR user accounts, including creation, user support, and inactivation of expired accounts to ensure accurate provider lists and system security
- Prepares and maintains process guides for Volunteer and Training Programs operations
- Generates program reports as needed, including quality measure reports for training programs

Qualifications

- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills, and ability to work with diverse groups
- Excellent organizational skills and attention to detail
- Excellent time management skills with proven ability to manage a wide array of tasks, projects, and responsibilities
- Proficient with Microsoft Office Suite, database software, Zoom, and online communication/community building tools
- Minimum two years relevant work experience in nonprofits, volunteer coordination or program coordination
- Experience coordinating volunteers, training adult learners, and/or working with educational programs a plus
- Commitment to the CommunityHealth mission, model of service delivery and core values

CommunityHealth offers a wide range of benefits to its employees. Visit our [website](#) to learn more about our Total Rewards Package.

CommunityHealth is an equal opportunity employer and is committed to building a culturally diverse staff. Bilingual (especially Spanish or Polish speakers) and minority candidates are strongly encouraged to apply.

Interested candidates are invited to submit a resume and cover letter (NO PHONE CALLS) to:

Ava Zeligson, Manager of Volunteer and Training Programs | azeligson@communityhealth.org | communityhealth.org