

# Student Health Action Coalition (SHAC)

## Job Description Handbook

Updated: October, 2018

This document is intended to provide an overview of all positions in all active SHAC programs and leadership, primarily for the purpose of recruiting new volunteers. It is not intended to serve as a procedural manual of how to accomplish those various roles. Each program should maintain more detailed manuals and SPs that describe specific duties.

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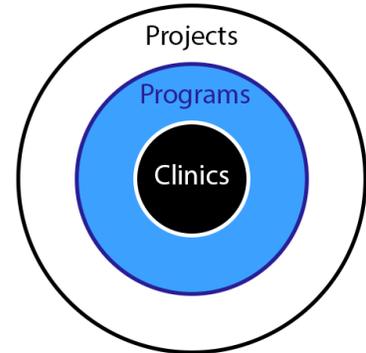
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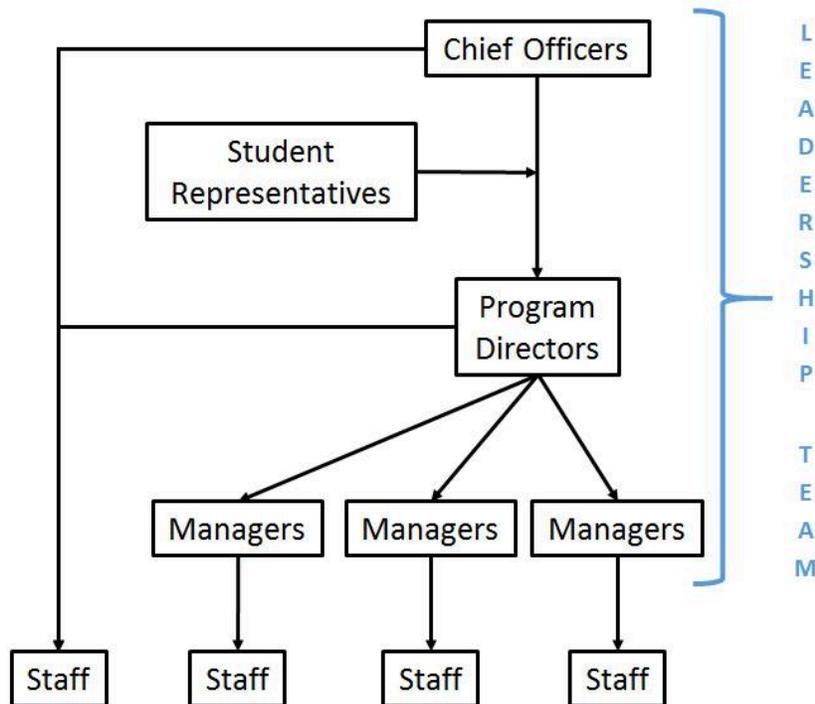
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# Organizational Structure

SHAC consists of 2 weekly clinics, 9 community programs and several student projects, all supported by approximately 700 unique volunteers annually. Projects are new, provisional services developed and administered by students. They are typically approved for one year and have the potential to turn into annual programs should the project prove its efficacy and meet metrics established by leadership. Programs are former projects that have transitioned into long-term services and are reviewed on an annual basis, receiving financial support from SHAC as necessary. Clinics are programs that have a defined physical space and are operated on a regular basis.



To address the complex nature of the SHAC organization, the leadership team has put together an operational flow chart below to better explain the hierarchy of the decision making and level of responsibility. Volunteers fall under five main categories: chief officers, student representatives, program directors, managers, and staff. For a more detailed description of each role, see the position descriptions in the paragraphs following the graphic below.



**Chief Officers** are strategic leaders who run departments with defined sphere of influence (ie. Chief Human Resources Officer). They assist other chief officers and program directors with issues related to their sphere of influence and may be called before student representatives to present. Their goal is to support SHAC's overarching mission and foster a healthy relationship between the SHAC organization and the community. These are annual positions and all of the chief officers meet on the 4th Tuesday (630PM) of each month to discuss the progress on any outstanding initiatives and plan for the coming month.

**Student Representatives** function as a "board of directors" and are advocates for the school they represent (ie. Medical School). They vote on changes to the SHAC bylaws, assist in the selection of new leadership members, approve budgets and program reviews, and guide the strategic plan for SHAC. They ensure that all programs, projects, and the chief officers adhere to the bylaws and meet various benchmarks. These are annual positions and all of the student representatives meet on the 4th Tuesday (5PM) of each month to evaluate the status of the organization and set the strategic direction. Student representatives must also attend the annual program and budget reviews in April and May, respectively.

**Program Directors** are mid-level leadership who report to the Chief Operating Officer. Directors provide strategic oversight and supervise the managers, delegating duties as necessary. They oversee all functions of a program and are the program's main point-of-contact. These are annual positions and program directors are expected meet with the chief officers and student representatives on the 4th Tuesday of March and October (530PM) to introduce new leadership members and discuss program specific issues. Program directors also must attend the program and budget review meetings held in April and May, respectively.

**Managers** report to their respective program director and provide operational support. They lead teams of staff (ie. Lab Manager) and function as the main contact point for that particular team. These are annual positions.

**Staff** are volunteers who complete the majority of the work, but do not provide leadership support. Depending on the task at hand, they report to the chief officers, program directors, and/or managers. These can be annual or single-event positions.

Projects are led by **project developers**, which are another form of mid-level leadership who report to the Chief Operating Officer. Project developers propose, set up, and manage new projects (and the staff who support them) and serve as the project's main point-of-contact. Since projects are temporary initiatives, project developers do not show up on the operational flow chart above.

# Chief Officers

## Chief Executive Officer

**Commitment:** annual, ~15 hours per week

**Special Requirements:** none

### Key Responsibilities

1. Oversee/manage the portfolio of SHAC activities (i.e. What are we doing now?)
2. Provide vision for SHAC (i.e. What do we want to be doing in 10 years?)
3. Guide long-term strategy for SHAC (i.e. How can we realize our vision?)
4. Lead the chief officers
5. Lead, as a non-voting member, the student representatives
6. Assist the coordination of the program and budget reviews conducted each April and May, respectively (day/time agreed upon by student representatives and program directors)
7. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
8. Attend monthly student representative meetings (held at 5PM on the 4th Tuesday of each month)
9. Testify before the student representatives when called upon to present information

# Chief Data Officer

**Commitment:** annual, ~10 hours per week

**Special Requirements:** none

## Key Responsibilities

1. Serve as information relay to/from all programs, the chief officers, and the student representatives
2. With assistance of the Chief Operating Officer, define key operational metrics for each SHAC program and project as related to SHAC's mission
3. Collect/collate operational data pertaining to the metrics defined in #2
  - a. Work closely with the COO to encourage projects and programs to submit their data in a timely fashion
4. Based on results of #3 and with the support of the COO:
  - a. Conduct annual evaluation for renewal or termination of each program
  - b. Present recommendation to renew/terminate programs to student representatives at annual program review, held in April (day/time agreed upon by student representatives and program directors)
5. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
6. Attend student representative meetings when called upon to present information
7. Assist other chief officers or directors, through provision of data or best practice expertise

# Chief Financial Officer

**Commitment:** annual, ~10 hours per week

**Special Requirements:** none

## Key Responsibilities

1. Track incomes, expenditures, and current account balances for all central SHAC funds
2. Present program budget review in May (day/time agreed upon by student representatives and program directors)
3. Develop an annual budget for central SHAC accounts, in accordance with the financial plan, delivered to the student representatives by June 1
4. Develop recommendations for updating the SHAC financial plan
5. Dispense funds for operational expenses
  - a. Support the Fund Distribution Staff in processing new reimbursement requests
6. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
7. Attend student representative meetings when called upon to present information
8. Assist other chief officers or directors, through provision of data or best practice expertise

## Key Definitions

1. Central accounts - accounts owned by the central SHAC organization. e.g. SHAC endowment.
2. Peripheral (program) accounts - accounts owned by individual programs. These may consist of earmarked donations, fundraiser benefits, program-specific grants etc. e.g. pharmacy formulary grant

The CFO is primarily concerned with central, not peripheral accounts. The annual budget approved by the student representatives only reflects approval of how central funds are disbursed to programs, not how programs spend peripheral funds. However, the CFO should still track all SHAC expenditures, in aggregate, to allow overall reporting.

# Chief Human Resources (HR) Officer

**Commitment:** annual, ~10 hours per week

**Special Requirements:** none

## Key Responsibilities

1. Manage/administer all employee recruitment to include:
  - a. Annual leadership and staff application
  - b. Initial volunteer recruitment
  - c. Representing SHAC at public events (Fall Fest, med school orientation, etc.)
  - d. As-needed requests by chief officers, directors, managers for additional employees
2. Maintain an updated database of **current** leadership and staff to include (at a minimum):
  - a. Name
  - b. Role
  - c. Contact info (email, phone)
  - d. In-house credentials (HIPAA training, specific role training etc.)
3. Maintain an updated database of leadership and staff **alumni** to include (at a minimum):
  - a. Name
  - b. Contact info (email, phone)
4. Maintain an updated database of **all current and prospective** employees (i.e. the all-SHAC listserve) to include (at a minimum):
  - a. Name
  - b. Contact info (email, phone)
5. Maintain an updated database of all recruitment targets to include (at a minimum):
  - a. Health professions schools
  - b. Relevant student groups
  - c. Relevant non-health professional schools
6. Maintain an updated database or calendar of important recruitment events at which SHAC should have a presence
7. Maintain updated one-page job descriptions for all SHAC leadership positions to include
  - a. Student representatives
  - b. Chief officers
  - c. Directors
  - d. Managers
  - e. Staff roles
8. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
9. Attend student representative meetings when called upon to present information
10. Assist other chief officers or directors, through provision of data or best practice expertise

# Chief Information Technology (IT) Officer

**Commitment:** annual, ~10 hours per week

**Special Requirements:** none

## **Key Responsibilities**

1. Manage/operate/update SHAC electronic resources including, but not limited to:
  - a. Email accounts
  - b. Websites
  - c. Cloud data storage
  - d. Web calendars
  - e. Listservs and mailing groups
  - f. Electronic medical records
2. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
3. Attend student representative meetings when called upon to present information
4. Assist other chief officers or directors, through provision of data or best practice expertise

# Chief Marketing Officer

**Commitment:** annual, ~10 hours per week

**Special Requirements:** none

## **Key Responsibilities**

1. Generate promotional and recruitment materials
2. Update social media accounts
3. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
4. Attend student representative meetings when called upon to present information
5. Assist other chief officers or directors, through provision of data or best practice expertise
6. Support Event Planning Staff in screening, setting up, establishing, and coordinating new SHAC events

Note: Perhaps more than any other department, marketing has few standing responsibilities, but instead supports the activities of other departments. For example, marketing might help IT with attractive website design, or assist development with their promotional materials. Or marketing could help HR produce volunteer recruitment videos and posters for Fall Fest. As such, marketing could be a very busy department, depending on the activity of other chief officers.

# Chief Operating Officer

**Commitment:** annual, ~8 hours per week

**Special Requirements:** none

## **Key Responsibilities**

1. Select proposals from students or organizations interested in partnering with SHAC and offer project development and administrative support
2. With the Chief Data Officer, define key operational metrics for each project and program with relation to SHAC missions, and ensure their sustainability
3. Serve as information relay to/from all programs and projects, the officers, and the representatives, including new initiatives rolled out by leadership
4. Encourage projects and programs to transmit their performance metrics to the Chief Data Officer and support the Chief Data Officer at the annual program review meeting held in April (day/time agreed upon by student representatives and program directors)
5. With the support of the Chief Data Officer, conduct annual evaluation for transition of projects to program status, or termination of each project
6. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
7. Attend student representative meetings when called upon to present information
8. Assist other chief officers or directors, through provision of data or best practice expertise

# Chief Policy Officer

**Commitment:** annual, ~10 hours per week

**Special Requirements:** none

## **Key Responsibilities**

1. Conduct yearly review and monitoring of SHAC privacy practices including:
  - a. Chief officers
  - b. Student representatives
  - c. All programs
  - d. All projects
2. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
3. Attend student representative meetings when called upon to present information
4. Assist other chief officers or directors, through provision of data or best practice expertise

# Chief Revenue Officer

**Commitment:** annual, ~10 hours per week

**Special Requirements:** none

## Key Responsibilities

1. Fundraise via events, donations, profitable activities etc.
2. Manage SHAC's grants including:
  - a. Write proposals for new grants
  - b. Report outcomes to grant agencies (including NCAFC, Whitehead Medical Society etc.)
  - c. Maintain a database of central grants, including date of next report due
3. Recruit and maintain strategic relationships with key SHAC supporters (large donors, notable faculty, important community members etc.)
4. Maintain an updated database of all donors and strategic relationships to include
  - a. Name
  - b. Contact info (email, phone, physical address)
  - c. Current job/position in the community
  - d. Donation history
5. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
6. Attend student representative meetings when called upon to present information
7. Assist other chief officers or directors, through provision of data or best practice expertise

# School Representatives

## School Representative

**Commitment:** annual, ~2 hours per week

**Special Requirements:** none

### Key Responsibilities

1. Attend monthly student representative meetings (held at 5PM on the 4th Tuesday of each month)
2. Support recruitment of new volunteers (including leadership team members) by raising awareness at the school represented:
  - a. Attend and present SHAC information at new student orientations
  - b. Send school-wide emails to communicate upcoming events and recruitment dates
  - c. Conduct SHAC information sessions at the beginning or before periods of active recruitment
3. Approve the selection of new chief officers
4. Approve/reject annual program/project reviews, held in April (day/time agreed upon by student representatives and program directors)
5. Approve/reject the annual SHAC budget review, held in May (day/time agreed upon by student representatives and program directors)
6. Approve/reject proposed changes to the SHAC bylaws (including the financial plan)

# Leadership Support

## Event Staff

**Commitment:** annual, ~2 hours per week

**Special Requirements:** none

### Key Responsibilities

1. Report to Chief Marketing Officer
2. Attend monthly chief officer meetings as necessary
3. Monitor SHAC\_Marketing shared mailbox for potential SHAC events
4. Represent SHAC at interest fairs and community events
5. Set up fundraising and social events (ie. gala/bar night)
6. Coordinate events across school disciplines

## Hiring Staff

**Commitment:** annual, ~2 hours per week

**Special Requirements:** none

### **Key Responsibilities**

1. Report to Chief HR Officer
2. Attend monthly chief officer meetings as necessary
3. Monitor SHAC\_HR shared mailbox for application related questions
4. Represent SHAC at recruitment events where needed
5. Support the HR officer in organizing and coordinating recruitment efforts through:
  - a. Match and place new volunteers according to need and interest
  - b. Distribute of applicable candidates to hiring managers

## Reimbursement Staff

**Commitment:** annual, ~2 hours per week

**Special Requirements:** none

### **Key Responsibilities**

1. Report to Chief Financial Officer
2. Attend monthly chief officer meetings as necessary
3. Monitor SHAC\_Finance mailbox for reimbursement requests
4. Insure that all reimbursement requests have the necessary documentation for processing
5. Collect and compile reimbursement requests for review and submission by Chief Financial Officer
6. Follow up with requestors to confirm funds were received and checks were processed

# Amigas en Salud

## Program Director

**Commitment:** 2 years, ~2 hours per week

**Special Requirements:** must speak Spanish

### **Key Responsibilities:**

1. Attend meetings
2. Find and coordinate speakers for twice monthly health tutorials
3. continue to develop childcare health education program
4. Lead program operations
5. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
6. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)
7. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

# Volunteer Manager

**Commitment:** annual, ~2 hours per week

**Special Requirements:** must speak Spanish

## **Key Responsibilities**

6. Recruit volunteers to provide child care programming
7. Orient and train new volunteers
8. Communicate regularly with volunteers to coordinate volunteer shifts
9. Communicate regularly with program directors about program development as related to volunteer needs
10. Represent program at health fairs and leadership meetings

## Outreach Staff

**Commitment:** ~2 hours per week

**Special Requirements:** must speak spanish

**Key Responsibilities:**

1. Recruit Latina participants
2. Organize outings for participants
3. Send reminders to participants about events
4. Represent Amigas en Salud at health fairs

# Beyond Clinic Walls

## Program Director

**Commitment:** annual, ~7 hours per week

**Special Requirements:** must have at least one year of experience with BCW

### **Key Responsibilities:**

1. Manage the organization and their coordinators
2. Work to ensure that all students, patients and referring providers are satisfied with their experiences and meet their goals for participation
3. Resolve conflicts
4. Work closely with the Beyond Clinic Walls faculty advisor
5. Coordinate round-table meetings
6. Manage the funds of the organization
7. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
8. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)
9. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

# Operations Manager

**Commitment:** annual, ~2 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Patient recruitment and maintenance of the patient roster
2. Communicate patient assignment status with referring providers
3. Ensure that all equipment is present and working properly
4. Check patient charts monthly to ensure that teams have filled out forms and documented patient visits appropriately
5. Compile and send to the program director a master document, which contains monthly updates regarding the status of:
  - a. Team visits and service hours
  - b. Round-table meeting schedule
  - c. Team/provider assignments

## Discipline Staff

**Commitment:** annual, ~3 hours per week

**Special Requirements:** None

**Key Responsibilities:**

1. Lead one team to client home visits monthly
2. Responsible for completing documentation of client visit and submitting to operations director
3. Address problems or concerns regarding the client and the team
4. Lead implementation of special project for client

# Bridge to Care

## Program Director

**Commitment:** annual, ~15 hours per week

**Special Requirements:** None

**Description:** The role of the program directors is to oversee the general flow and functioning of clinic, guiding the process from the scheduling of the patient to their eventual referral to a primary care provider. They work with the SHAC Medical Clinic Triage team to identify patients that fit the purpose of BTC and assign them patients with a medical team. They assist the medical teams throughout the course of the visit and help them with any logistical difficulties that may arise. They then, if need, help the medical teams with arranging follow-up appointments. They also provide guidance to the Case Management staff and assist them with their referral of patients to primary care providers. In addition to the program director's role in clinic, they are also responsible for handling any logistical needs outside of clinic. This includes tracking the efficacy of the clinic with respect to patient care and referral, coordinating the volunteer pool, and act as BTC's representative in dealings with other SHAC branches.

### Key Responsibilities

1. Oversee the general flow and functioning of clinic
2. Work with triage to identify BTC patients and assign to a medical team
3. Provide logistical support and guidance to med teams throughout clinic (i.e. schedule patients for follow-up, coordinate presentation to attending, etc.)
4. Provide guidance to the Case Management staff and assist them with their referral of patients to primary care providers
5. Record data in clinic in order to monitor the quality of clinic
6. Assess outcomes data, identify areas of strength and weakness, and implement necessary clinic changes with the goal of improvement
7. Act as BTC representative in interaction with other SHAC branches
8. Hire BTC staff, including care managers and medical team seniors
9. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
10. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)
11. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

## Medical Staff

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Description:** Medical Team Seniors are each part of a medical team and are expected to attend at least two clinics each month. They are responsible, along with their assigned pharmacy student, of scheduling their patients, caring for them during clinic, and assigning a follow-up appointment in accordance with their optimal care.

### **Key Responsibilities**

1. Attend at least two clinics each month and provide care to patients with chronic illness
2. Promote continuity of care with patient panel by scheduling follow-up appointments, calling patients with lab results, and referring patients to other providers when necessary

## Case Management Staff

**Commitment:** annual, ~4 hours per week

**Special Requirements:** None

**Description:** The care managers are responsible for bridging our patients to a permanent primary care provider. Referrals are made both to Piedmont Health Services and UNC Family Medicine in accordance with the patient's needs and ability to pay. In addition, care managers are responsible for ensuring that patients have the capability to pay for their medication, enrolling them in UNC's Pharmacy Assistance Program if needed.

**Key Responsibilities:**

1. Attend clinic 2-3 times each month
2. Talk to each patient seen in clinic about insurance status, ability to pay for care and medications, and potential options for primary/specialty care referral.
3. Refer patients to UNC Family Medicine and Piedmont Health Services for permanent primary care
4. Follow-up with UNC and PHS to monitor referral status of BTC patients



## -Pharmacy Staff

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Description:** The pharmacy students make up the other half of each BTC medical team, and are responsible both for determining a drug regimen for the med team's patient panel and acting as a liaison between BTC and SHAC Medical Clinic Pharmacy staff.

### **Key Responsibilities:**

1. Attend at least 2 clinics each month
2. Visit each patient in clinic from the medical team's panel and develop a medication plan.
3. Coordinate with SHAC Medical Clinic Pharmacy staff and the attending to ensure that the patient is either provided with the necessary medications in clinic or given a prescription
4. Provide medication counseling to the patient before the end of the visit



# Classroom to Community

## Program Director

**Commitment:** 10 hours per week

**Special Requirements:** Must have previous teaching experience. Must have volunteered with C2C (as a volunteer and fellow) for at least 1 year.

### Key Responsibilities:

1. Set up Back to School Night event -- coordinate with Chrissie and MJ to set up information table for C2C
1. Set up Teacher Meetings w/volunteer, Observation Week, and Student Activities Fair table
2. Manage overall logistics of program (including email and Google drive)
3. Coordinate leadership meetings weekly to get updates and ensure progress
4. Ensure sustainability of program by developing leaders and ensuring recruitment numbers, ensuring continued partnership with MJ
5. Update applications, release, PR, synthesis/selection with Communications Manager
6. Assist in preparation for end of year meeting with MJ principal and counselor to propose renewal/expansions—work with MJ partnership coordinator
7. Oversee external website and field questions/requests from it
8. Speaker events/engagements and overall promotion of organization
9. Maintain budget: SHAC funding (yearly end of July), OSA funding application (semesterly), Track budget and expenditures, reimbursements
10. Support in Evaluation Summary Report
11. Media (website, press releases, photo ops, op-eds)
12. Competitions and grants
13. APHA submissions (spring)
14. Additional Event Coordination (health fair, after school, parent education)
15. Additional expansion—schools or programs/resources
16. Documenting program elements
17. Assist in SHAC events (poster printing, invites, tabling, health fairs, etc)
18. Coordinate end of year summary meeting with Principal and Counselor with Directors, pitch for continued partnership
19. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
20. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)

21. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

## Evaluations Staff

**Commitment:** annual, ~6 hours per week

**Special Requirements:** Must have served as a C2C volunteer or have extensive teaching and/or planning/evaluation experience.

### **Key Responsibilities:**

As a Classroom to Community Evaluation Staff member, you will assist in program planning and implementation in four major ways:

1. Program monitoring and evaluation (both process and outcome), compiled into an end of semester summary report both in December and May
2. Assist Volunteer Staff in seminar development, preparation and delivery to C2C volunteers
3. Assist team in reviewing lesson plans and observing teachers at Maureen Joy and coaching them through their development
4. Plan and execute one Maureen Joy Health Fair.

## Teaching Staff

**Commitment:** annual, ~4 hours per week

**Special Requirements:** Should have past experience in C2C

**Description:** C2C teaching staff are typically people who have never participated in C2C but have some teaching experience and are interested in leading C2C during their time in graduate school. C2C teaching staff essentially shadow the program as a volunteer to see how the program runs, but also gain insight into leadership activities. A selected teaching staff member will attend all seminars and leadership team meetings, assist in major functions and decisions of program as needed, write two lessons plans, adapt two lesson plans and teach four health lessons (if needed by school and program demand). The staff member will develop an overall understanding of organization structure and logistics to prepare for position of curriculum specialist, if interested.

### **Key Responsibilities:**

1. Attend seminars and assist as needed/possible in training
2. Teach grade level as C2C volunteer (if needed)
3. If not teaching, observe teachers at MJ and provide feedback and coaching during seminars
4. Attend leadership meetings, assist in decision making and in completion of necessary tasks
5. Finite tasks that may be delegated to you: clipboard making, recruitment for spring semester (happens in Nov), health fair planning (if in Fall work with Maija)

## Volunteer Staff

**Commitment:** annual, ~6 hours per week

**Special Requirements:** Must have participated in C2C as a volunteer, or have extensive teaching experience.

**Description:** The overall purpose of this role is to ensure graduate students are equipped with the skills necessary to effectively teach Maureen Joy students. The skills built in this position include: program planning and implementation, facilitating adult learning, coaching and mentoring of volunteer teachers, and monitoring and evaluating.

**Key Responsibilities:**

As a Classroom to Community Volunteer Curriculum Specialist, you will oversee the planning, coordination, and execution of all C2C program components that involve UNC student volunteers. These tasks include, but are not limited to:

1. Finalize program syllabus and calendar
2. Coordinate logistics and lead seminars
3. Collect and use data to drive coaching of volunteers
4. Review lesson plans and follow-up with extra planning sessions and rehearsals.

## MJ Curriculum Staff

**Commitment:** annual, ~5 hours per week

**Special Requirements:** Must have curriculum development and lesson planning skills and experience.

### **Key Responsibilities:**

1. Meet with grade level teachers to coordinate program logistics.
2. Facilitate communication between school staff and volunteers, C2C staff
3. Determine/set grade level lesson topics-- finalize objectives, key points per grade in the Volunteer Curriculum Guide.
4. Pull and compile resources for each grade level lesson content, update resources folder per grade and content area with strong teaching materials from volunteers each year.
5. Create Lesson Plan template, PPT template, Exit Template for volunteers to use as a guide.
6. Email curriculum overview (state standards, objectives, key points per grade) to Chrissie Bushey at MJ to have on file for parent questions
7. Update student data tracker to reflect semester volunteers/grade levels
8. Create & deliver student pre-tests from volunteer assessments in lesson plans, add in student interest questions, copy at MJ and deliver to teachers, pick up tests
9. Grade and input pre-test data into data tracker
10. Assist in lesson plan review and coaching of teachers at MJ and in seminars
11. Ensure volunteers input data from post-test/exit tickets
12. Compile student post-data update for MJ—mid-point (after week 2 of teaching), end of semester (after week 4 of teaching)

# Dental Clinic

## Program Director

**Commitment:** annual, ~6 hours per week.

**Special Requirements:** Must be a 3rd year dental student who was a clinic coordinator during their second year.

### **Key Responsibilities:**

1. Communicate with SOD leadership regarding SHAC dental clinics.
2. Manage team of 13 dental clinic coordinators.
3. Determine clinic dates each semester.
4. Communicate with SOD staff regarding SHAC dental clinic.
5. Provide treatment at dental clinics
6. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
7. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)
8. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

# Communications Manager

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Recruit/organize pre-dental shadowers in clinic
2. Organize SHAC gala
3. Volunteer at weekly Dental SHAC Clinics to ensure things run smoothly

## Scheduling Manager

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Schedule dental SHAC staff for duties at each Dental SHAC Clinic (~10 clinics per semester)
2. Recruit student volunteers for positions at each Dental SHAC Clinic
3. Remind and confirm volunteer sign-ups before each Dental SHAC Clinic

## Materials Staff

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Order dental supplies and materials for dental SHAC

## Surgery Staff

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Coordinate with oral surgery department for OSR trays and sterile gauze each week
2. Obtain two surgical hand-pieces, two 701 burs, two 702 burs, and two tooth sleuths from third floor dispensary each week
3. Return all instruments to sterilization each week

## Sterilization Staff

**Commitment:** annual, ~4 hours per week

**Special Requirements:** start in summer of second year.

**Key Responsibilities:**

1. Order instrument trays from Sterilization before every SHAC
2. Update the dispensary list base on needs
3. Communicate with the Sterilization and Radiology Department had problems arise

# Get Covered Carolina

## Program Director

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Description:** Co-Directors of GCC are the leaders of SHACs efforts to get vulnerable and underserved populations in the area signed up for insurance through the online marketplace that has been set up by the Affordable Care Act a.k.a Obamacare. Co-Directors recruit and retain Certified Application Counselors (CACs) for the upcoming enrollment cycle. Additionally, Co-Directors are in charge of setting up enrollment venues and monitoring CACs while they help consumer go through the enrollment process for insurance coverage.

### **Key Responsibilities:**

1. Recruiting new volunteers for the upcoming enrollment cycle as well as contacting returning volunteers
2. Contact past enrollment locations to set up enrollment times for the semester
3. Monitor volunteers while they help consumers get signed up for insurance during enrollment sessions
4. Respond to any questions or concerns about GCC
5. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
6. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)
7. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

# Medical Clinic

## Program Director

**Commitment:** annual, ~15 hours per week

**Special Requirements:** none

### **Key Responsibilities:**

1. Oversee Wednesday night Medical Clinic
2. Liaison between SHAC Medical Clinic and the leadership team
3. Maintain relationship with Piedmont Health Services
4. Answer emails and questions regarding clinic
5. Address any issues which may arise either during or outside of clinic
6. Attend monthly chief officer meetings (held at 630PM on the 4th Tuesday of each month)
7. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
8. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)
9. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

## Care Management Staff

**Commitment:** annual, ~2 hours per week

**Special Requirements:** none

**Description:** Case Management Staff are the bridge between the patient and clinic. We follow up with patients' lab results after they are seen by the med teams, and schedule follow-up visits, call in prescriptions, and do health education as needed. We also call in referrals to primarily UNCH clinics or Carrboro Family Medicine when SHAC cannot provide care for patients. Conversational Spanish skills are desired, but not required to be a CM. Most CMs do not volunteer at clinic or call in referrals every week, so the 2-3 hour commitment depends on the week you choose to volunteer.

### **Key Responsibilities:**

1. Wednesday night clinic (starts at 6:00)- review labs and prior clinic notes, formulate a plan, and present patients to the attending. Follow up with patients and chart.
2. Weekly referrals to be done ASAP after clinic- preferably fax in Thursday and follow up with clinics/patient on Friday
3. Update Community Resources/CM Process document as needed
4. Meet once a month to discuss anything that came up in clinic and make changes to the process

# Operations Staff

**Commitment:** single-event, ~3 hours per event

**Special Requirements:** none

**Description:** The public face of the SHAC clinic, Operations staff manage the patient intake and waiting area, and collect demographic information on SHAC patients. Volunteers open the clinic doors at 5:30pm, check patients in who have already made appointments, and manage a waiting list for patients seeking walk-in appointments. Operations staff are the hub of the SHAC clinic. They manage the flow of clinic activity by routing patients to available rooms, and assigning care teams to patients in a timely and efficient manner. In addition, Operations staff are responsible for cleaning exam rooms between patients and before the clinic closes, answering questions from other volunteers, and collecting the “encounter forms” used for coding and record-keeping.

## **Key Responsibilities:**

### Front Desk

1. Greet patients upon arrival at clinic
2. Manage the patient waiting list and ensure triage volunteers see every walk-in patient
3. Process paperwork for patient intake
4. Schedule appointments for walk-in patients

### Operations

1. Manage clinic flow
2. Ensure that all patients see the teams indicated on their chart
3. Verify patients who ask for STI testing receive a test during their visit
4. Clean rooms between patients and before closing clinic
5. Assist directors and answer volunteer questions

# Health Education Manager

**Commitment:** annual, ~2 hours per week

**Special Requirements:** none

**Description:** You will be part of a team of 4 HE managers. You are responsible for training new staff and ensuring that there are a sufficient number of them signed up each week for clinic. If staff have emergencies and can't make it to their shift, managers are also responsible for filling in as they see fit depending on the number of staff otherwise signed up for the shift. Once a month (or however your team decides is best), you will be physically present at SHAC to make sure that resources are available to volunteers and to step in and help out if clinic gets busy. It's a really cool opportunity to work with students from many schools and because each manager only needs to be physically present once per month, it's a great way to become more involved with SHAC while also retaining time to work with other teams (MTJ, SALSA etc).

## **Key Responsibilities:**

1. Organize and ensure a sufficient number of staff volunteers each night that clinic is running
2. Recruit, select and train new staff volunteers to fill to work each Wednesday night (tends to be once a semester or less, depending on how long staff is able to work/is in school)
3. Be physically present at SHAC to coordinate one full evening per month
4. Update resources periodically and as you see fit

# Laboratory Manager

**Commitment:** annual, ~7 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Attend three session training in early December and January in addition to remaining SHAC clinics in November and December
2. Sign up for and attend two SHAC clinics per month (6:30 pm - 11:00 pm Wednesday evenings)
3. Organize and oversee training for new members
4. Revise/update lab protocols once per year and as needed
5. While at SHAC, draw blood, run point of care blood and urine tests, place vaccines and PPD tests, order labs within the LabCorp system, etc.

## Laboratory Staff

**Commitment:** annual, ~2 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Attend three session training in early December and January
2. Sign up for and attend one to two SHAC clinics per month (7:00 pm - 11:00 pm Wednesday evenings)
3. While at SHAC, draw blood, run point of care blood and urine tests, place vaccines and PPD tests, order labs within the LabCorp system, etc.

## Medical Team Junior (MTJ) Manager

**Commitment:** annual, ~2 hours per week

**Special Requirements:** none

**Description:** In addition to the listed responsibilities, MTJ manager can serve as MTJ members in the Medical Clinic. An MTJ can be any second semester MS1, a MS2 or a NP student from the SON (please speak with Christina Harlan at SON if an NP student). MTJs are considered to be a part of the medical team. Using information already collected by Triage, the medical team takes a history and performs a physical exam then recesses to the break room to discuss the case with other members of the care team, assemble a differential diagnosis, and formulate a treatment plan. The med team presents the case to one of the attending physicians, who may or may not choose to see the patient personally, and together the team and the attending agree on a diagnosis and treatment plan. Medical teams are free to work as they see fit, although MTJs are encouraged to be the leading member of the team.

### **Key Responsibilities:**

1. Recruit, educate and orient students for the role of MTJ at SHAC Medical Clinic
2. Find replacements if volunteers cancel or serve as alternative volunteers
3. Send weekly emails to volunteers to remind them of their shifts and help them get acquainted to using PracticeFusion (EMR used by SHAC clinics)
4. Attend HCOC meetings as necessary

## Medical Team Junior (MTJ) Volunteer

**Commitment:** single-event, ~4 hours per event

**Special Requirements:** none

**Key Responsibilities:**

1. Take patient history/perform physical exam
2. Construct differential diagnosis/create plan for patient
3. Present patient with differential diagnosis and appropriate plan to attending physician
4. Write SOAP note for patient
5. Arrange follow up and discharge instructions for patient

## Medical Team Senior (MTS) Manager

**Commitment:** annual, ~2 hours per week

**Special Requirements:** gap year preferred

**Description:** The position of MTS manager is shared with several other MS3-MS4 students who will alternate responsibilities each week. Each week, one MTS manager will be responsible for checking to see which attendings and residents are scheduled to work that Wednesday. The MTS manager will email these attendings/residents several days prior to SHAC in order to confirm their presence at the clinic. Additionally, the MTS manager for that week should ensure that 6 MS3/MS4 students are able to volunteer as MTSs that week at SHAC, and if the volunteer list is not full, should send out reminder emails to the SHAC listserv encouraging MTS sign ups for that Wednesday. On the Wednesday that SHAC occurs, the scheduled MTS manager should attend the beginning of clinic and ensure that all residents, attendings, and MTSs are at the clinic on time. They should be able to answer questions and help set up EMR for volunteers. If there is an inadequate number of MTSs, then the MTS manager should be able to fill in an MTS role.

### **Key Responsibilities:**

1. Email SHAC attendings and residents on weekend/Monday prior to SHAC clinic to confirm their commitment to that Wednesday's clinic
2. Assure 6 MTSs are available each Wednesday to participate in clinic
3. Attend clinic to ensure volunteers were able to attend and to contact volunteers in case of last minute unavailability
4. Assume MTS role if there is an inadequate number of MTS volunteers

## Medical Team Senior (MTS) Staff

**Commitment:** single-event, ~4 hours per event

**Special Requirements:** none

**Key Responsibilities:**

1. Assist MTJ with responsibilities including history taking, physical exam, differential diagnosis, plan of care, presenting patient to attending physician, and clinical documentation

## Pharmacy Manager

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Work with two other co-pharmacy managers to oversee operations (ex. medication inventory and dispensing) and volunteers in both the acute clinic and Bridge to Care
2. Work with Pharmacy student representative, who oversees all pharmacy operations in SHAC, to sustain and grow the pharmacy services at the Medical Clinic.

## Pharmacy Staff

**Commitment:** single-event, ~4 hours per event

**Special Requirements:** none

**Description:** The role of pharmacy students in the SHAC Medical Clinic extends far beyond simply dispensing drugs. After a patient has been assigned to an exam room, a Pharmacy volunteer accompanies the MTS/MTJ into the exam room in order to collect a chief complaint and a detailed medication history. Treatment decisions are made after consultation with Pharmacy volunteers, who then write the prescription and provide medication counseling to patients. A formulary of frequently-prescribed drugs is available for immediate dispensing under the supervision of an attending pharmacist and senior pharmacy student. Some other drugs may be provided free of charge from CVS on Franklin Street or Carrboro Family Pharmacy through SHAC's medication assistance program. Pharmacy is a volunteer position.

**Key Responsibilities:**

Work with medical team to:

1. Interview patient
2. Select appropriate medication for patient
3. Dispense medication
4. Counsel patient on medication

# Physical Therapy Manager

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Create and manage Google sign-up sheet for volunteers
2. Recruit, remind and ensure that students and faculty are at SHAC every Wednesday
3. Seek and analyze student feedback each week (relay important information to the PT student rep/interdisciplinary liaison)
4. Code for services provided each week
5. Help coordinate, organize, and participate the PT outreach events in surrounding community
6. Attend clinic at least 1x/month
7. Ensure there are sufficient exercise handouts and other forms at clinic
8. Meet with the PT student representative 1x/month to troubleshoot any issues that come up between students, faculty, or volunteers

## Physical Therapy Triage Coordinator/Triage Representative

**Commitment:** annual, ~4 hours per week

**Special Requirements:** none

**Key Responsibilities:**

1. Monitors the schedule daily for any patients that are scheduled under different SHAC teams but would benefit from physical therapy services (for example, low back pain).
2. Communicates closely with triage members to schedule patients appropriately
3. Educates different SHAC teams on the roles of physical therapy in treating patients with musculoskeletal concerns and movement dysfunctions.

## Physical Therapy Staff

**Commitment:** single-event, ~3 hours per event

**Special Requirements:** none

**Key Responsibilities:**

1. Help provide physical therapy services to patients from 6-10 on Wednesday nights under the direct supervision of a faculty member
2. Assess patients with musculoskeletal complaints
3. Provide patients with rehabilitative exercises and occasionally assistive devices
4. Counsel on reasonable exercise strategies and goals even for patients without specific complaints

## Social Work Manager

**Commitment:**

**Special Requirements:**

**Key Responsibilities**

## Social Work Staff

**Commitment:** single-event, ~4 hours per event

**Special Requirements:** none

**Description:** Social Work volunteers provide brief (usually 10-15 minutes) counseling sessions regarding psychosocial aspects of health: employment, housing, relationships, and health care, among other things. They direct patients to relevant community resources, particularly social services. All patients who request a pregnancy test are offered pre- and post-test counseling by a Social Work volunteer. Because SHAC's patient population is, by many measures, socially and economically vulnerable, Social Work volunteers have an important role in the clinic efforts to provide whole-person care. Social Work is a volunteer position.

**Key Responsibilities:**

1. Conduct psychosocial assessment of patient.
2. Provide community resources to patient as needed.
3. Collaborate with medical team to provide person-centered, integrated health care.

## Triage Staff

**Commitment:** annual, ~3 hours per week

**Special Requirements:** Must know how to do a history and physical

**Key Responsibilities:**

1. Check emails and voicemails once a week to schedule appointments for upcoming medical clinics
2. Assess all patient walk-ins on Wednesday evenings via focused history and physical and determine whether they can be seen that night or can be scheduled an appointment for a later clinic.
3. Communicate with program directors and other clinic managers about appointment availability, clinic availability, and clinic policies.
4. Update SHAC Triage document as needed

# Refugee Health Initiative

## Program Director

**Commitment:** annual, ~8 hours per week

**Special Requirements:** none

### **Key Responsibilities:**

1. Recruit volunteers
2. Train volunteers
3. Communicate between stakeholders (SHAC, CWS)
4. Provide procedural and educational materials to volunteers
5. Provide volunteer support as needed
6. Monitor volunteer activities through case notes
7. Evaluate processes and outcomes of RHI on the whole
8. Set RHI budget
9. Facilitate reimbursement of interpreters when necessary
10. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
11. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)
12. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

# SALSA

## Program Director

**Commitment:** annual, ~6 hours per week

**Special Requirements:** must speak Spanish

**Key Responsibilities:**

1. Assess and train new volunteers for SALSA
2. Oversee the SALSA volunteers during the Wednesday night clinic
3. Create the sign up each month
4. Maintain the website and the listserv
5. Interpret when necessary
6. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
7. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)
8. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

## General Staff

**Commitment:** single-event, ~3 hours per week

**Special Requirements:** must speak Spanish

**Key Responsibilities:**

1. Interpret for Spanish-speaking patients at Medical Clinic and Health Fairs

# SHAC HIV

## Program Director

**Commitment:** annual, ~15 hours per week

**Special Requirements:** must have served at least one term as a SHAC HIV counselor and a SHAC HIV Manager

**Description:** The SHAC HIV branch deals specifically with clinic testing and community outreach events directed at sexual health. Our division focuses on risk assessments, sexually transmitted infection (STI) screening for HIV, HCV, and G/C, and risk reduction techniques and sexual health education. The director position requires extensive training and experience in this subject matter, and is in charge of executing all key responsibilities outlined.

### **Key Responsibilities:**

1. Directly oversee SHAC HIV managers and indirectly oversee counselors
2. Work with SHAC HIV managers and other SHAC leadership to sustain and grow programs and services
3. Ensure HIV testing license is up-to-date for all sites
4. Write and manage grant applications and progress reports, if any
5. Work with testing centers to provide proficiency testing to our clinics
6. Collaborate with SHAC Medical Clinic program directors, medical professionals, and the NCDHHS to coordinate efficient patient care as per STI testing laws in NC
7. Work with UNC Infectious Disease Clinic physicians for patient referrals
8. Manage preliminary-positive patient follow-up, including linkage to care for people with preliminary positive HIV and HCV rapid-test results
9. Writing, implementing, and reviewing protocols
10. Collaborate/oversee community partnerships for testing (i.e., Lincoln Community Health Center Contract, Outreach events)
11. Provide adequate training and guidance as needed by the managers and counselors
12. Deliver annual program review held in April (day/time agreed upon by student representatives and program directors)
13. Deliver annual budget review held in May (day/time agreed upon by student representatives and program directors)
14. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues

# Volunteer Manager

**Commitment:** annual, ~10 hours per week

**Special Requirements:** none

**Description:** SHAC HIV managers are selected every year by the previous academic year's leadership team. The manager position requires completion of SHAC HIV training and at least one semester of counseling for SHAC HIV. This position is a one-year term, and after each term managers are asked to either formally resign; step down to continue counseling not in a leadership role; or reapply to be selected as a manager by their peers. Managers' report to the SHAC HIV program director(s). There are numerous administrative responsibilities that fall to one or a small group of managers, which are divided up at the preference of the new group of managers in the first meeting with the incoming group.

## **Key Responsibilities:**

1. Directly oversee SHAC HIV counselor staff at Lincoln and Carrboro clinics
2. Comply with all duties as outlined in the SHAC HIV Managers' Handbook
3. Set schedule to ensure that all clinic shifts are covered with at least one manager and one or two counselor staff
4. Work with all SHAC leadership to sustain and grow programs and services
5. Work with SHAC HIV director(s) and UNC Infectious Disease Clinic physicians for patient referrals
6. In collaboration with SHAC HIV program director(s), manage preliminary-positive patient follow-up, including linkage to care for people with preliminary positive HIV and HCV rapid-test results
7. Complete tasks assigned at the first leadership meeting with new managers
8. Be actively involved in recruiting potential SHAC HIV counselor staff at the beginning of the academic year from across the graduate programs
9. Assist in a leadership role with outreach opportunities including testing during UNC's World AIDS Day; Urban Ministries monthly testing in collaboration with SHAC Outreach and the Durham County Health Department; and future opportunities in the works

## Counselor Staff

**Commitment:** annual, ~15 hours per semester

**Special Requirements:** none

**Description:** SHAC HIV maintains a group of between 35 and 45 trained counselor staff, with recruitment and selection occurring at the beginning of the academic year. A mandatory day-long orientation/training takes place after counselor staff selection is finalized. This training includes basic STI pathophysiology and epidemiology, motivational interviewing, and sexual health counseling. Counselor staff must complete a minimum of 2 shifts per semester with each lasting 2.5 hours. While in clinic, counselor staff will provide sexual health counseling using motivational interviewing techniques along with administering the necessary STI testing for any patient requesting testing. Both Carrboro and Lincoln clinics have a majority of walk-in patients, but also accept appointments.

### **Key Responsibilities:**

1. Provide sexual health counseling to patients that present for testing
2. Administer STI testing appropriate for the patient
3. Collaborate with SHAC Medical Clinic lab to submit urine samples for G/C testing
4. Provide post-test counseling and give STI testing results to patients in collaboration with SHAC HIV managers
5. Complete required HIPAA, counselor training, and other requirements set forth by leadership
6. Perform responsibilities associated with HIV testing at outreach events coordinated by SHAC HIV leadership, including UNC World AIDS Day

## Spanish-Language Interpreter

**Commitment:** annual, ~15 hours per semester

**Special Requirements:** preferable interest in sexual health

**Description:** SHAC HIV maintains a group of between 35 and 45 trained counselor staff, with recruitment and selection occurring at the beginning of the academic year. A mandatory day-long orientation/training takes place after counselor staff selection is finalized. This training includes basic STI pathophysiology and epidemiology, motivational interviewing, and sexual health counseling. Counselor staff must complete a minimum of 2 shifts per semester with each lasting 2.5 hours. While in clinic, counselor staff will provide sexual health counseling using motivational interviewing techniques along with administering the necessary STI testing for any patient requesting testing. Both Carrboro and Lincoln clinics have a majority of walk-in patients, but also accept appointments.

# SHAC Outreach

## Program Director

**Commitment:** annual, ~5 hours per week

**Special Requirements:** Must be able to perform and teach skills for manual blood pressure checks, blood glucose checks, and BMI calculations.

**Key Responsibilities:**

1. Find opportunities in the community to provide screening services and serve as a face for SHAC outside the clinic.
2. A health fair usually entails providing blood pressure screening, blood glucose screening and/or weight and BMI screening, as well as appropriately counseling those to whom you provide these results. This could include confirming that they have a regular source of primary care, and are working to manage any underlying conditions that you identify. In the case of an individual who does not have access to care, a referral to or recommendation of the services SHAC can provide could improve access to care.
3. In addition this position is a great way to meet leaders in the community as well as gain experience interacting with people in an informal healthcare setting.
4. Attend semi-annual orientation and leadership meetings held on the 4th Tuesday of October and March (530PM) with the chief officers and student representatives to introduce new leadership members and discuss program specific issues