



Volunteer Job Description

Volunteer Position Title: Bilingual Pharmacy Volunteer

Purpose/objective: Spanish/ English speaking volunteers. The Bilingual Pharmacy Volunteer would answer the pharmacy pickup line for Spanish speaking patients. The volunteer is responsible for calling the patient and letting them know medications are ready for pick up.

Location: Open Door Clinic within UMWC 1390 Capital Blvd. Raleigh, NC 27603

Key responsibilities:

1. Answer pharmacy pickup line for Spanish speaking patients. This involves asking the patient their name, DOB, phone number, home address.
2. Ensure patients medication bag has been checked by Pharmacist and ready to be picked up.
3. Bring medication bags to patients in the waiting lobby. This position involves a lot of sitting up and walking around and can get very active on very busy days
4. Assist pharmacy staff with interpreting questions that may arise
5. Communication with patients may involve asking the patient their name, DOB, and translating medication directions.
6. There may be a need to utilize the clinic electronic health record to look up patient information for verification.
7. During down time, the volunteer may be asked to assist with other administrative (scanning, filing, etc) or other inventory tasks as needed.

Qualifications: Intermediate Spanish speaking skills

Time commitment: We kindly ask that you commit to at least two shifts per month, for at least a year.

Schedule: Monday- Thursday shifts are (10a-1p or 1-5p).

Training/support provided:

1. First shift will train with Pharmacy staff or experienced volunteer
2. Ongoing support by Pharmacy staff

Benefits: Providing prescription medications for medically underserved population of Wake County.

Volunteer Supervisor: UMWC Pharmacy Manager