



Volunteer Position Descriptions PATIENT ADMISSIONS SPECIALIST

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Purpose

These volunteers help to support our clinic team and Wildlife Hotline Coordinators during our busy season, spring through summer. Patient Admissions Specialists are responsible for greeting the public, receiving incoming patients, and entering and maintaining patient charts in an online database. Mentor volunteers, staff and the Volunteer Services Manager will provide training. Volunteers will be required to follow all Tri-State Bird Rescue & Research (TSBRR) safety protocols and procedures.

This Opportunity Is Available to People Who:

- Are at least 18 years of age
- Enjoy talking to new people and educating the public about wildlife
- Are well spoken, pleasant, and polite
- Are comfortable with computer data entry and maintaining records
- Are able to handle and process sensitive information
- Are comfortable working in a fast paced environment and learning how to prioritize tasks
- Are kind, compassionate, and empathetic during all conversations and interactions
- Those who can serve a minimum of one 4 hour shift a week

Examples of Tasks Performed by the Patient Admissions Specialist

- Professionally represent Tri-State Bird Rescue & Research
- Greet the arriving public and provide excellent customer service
- Receive and intake birds for admission; obtain a history of the patient
- Ensure that patient admissions forms are completed fully and accurately
- Create accurate patient charts in a timely manner
- Make referrals to other rehabilitators and other sources as needed
- Capable of working in a fast paced environment and learning how to prioritize tasks
- Provide office support to the clinic staff and volunteer manager, as needed

Time Contribution

- Volunteers are expected to serve at least 4 shifts a month. Each shift must be a minimum of 4 hours.
- Volunteers are needed for shifts between 9 a.m. to 5 p.m. daily throughout the year. Shift times are 9 a.m. to 1 p.m. and 1 p.m. to 5 p.m.
- Volunteers are expected to commit to a minimum of 4 months of service from May to August.



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Volunteer Benefits

- Opportunity to meet and interact with people with similar interests; make new friends and contacts.
- Opportunity to assist our Clinic team to admit and receive injured or orphaned birds.
- Opportunity to learn and expand knowledge of native bird species.
- Opportunity to be part of a dynamic team of staff, interns, and fellow volunteers joining together to give wild, native birds a second chance at life

To Apply

- For an application, please email volunteer@tristatebird.org
- Application window is March 1 to March 30. Training provided in April.
- All new volunteers must first complete New Volunteer Orientation before role specific training begins.
- All training must be completed in the timeline provided.