

Volunteer Role	Clinical-Only	Required Tasks	Technical Reqs	Relevant Clinical Positions	Possible Community Sources
Patient Check-In	Y	Complete pre-screening and print barcodes. Organize registration paperwork. Update screening form as needed (online pre-screening incomplete or requires adjustment).	Requires Cerner access.	RN/Medical/Pharmacy student, Medical Assistant, RN, Physician, Pharmacist	Current NLH employees with Cerner access.
Pharmacist Tech Assistant	Y	Draw up vaccine doses.	N/A	Preferably pharmacy tech or pharmacy intern. Can also be a pharmacist if staffing requires.	Pharmacy techs or pharmacists with active licensure. *Awaiting confirmation but I don't believe this role needs to be an NLH employee. This would open up the role to non-NLH pharmacy folks interested in volunteering.
Pharmacist Vaccination Manager	Y	Oversee pharmacy interns, manage vaccination area.	Must be a Pharmacist with an active license to administer vaccines.	Pharmacist	Current NLH pharmacist with Cerner access.
Immunizer	Y	Immunize clinic patients.	Must have an active license to administer vaccines.	RN/Medical/Pharmacy student, Medical Assistant, RN, Physician, Pharmacist	Licensed clinical professionals (NLH and non-NLH folks). Additionally, supervised students with relevant clinical training. Current sourcing includes the nursing programs at local colleges.
Clinical Lead	Y	Responsible for overseeing all clinical staff onsite at the vaccination clinic. Should be an individual with existing supervisory experience, specifically experience managing a clinical team. This role should expect to be mobile during the clinic assisting where needed and rapidly addressing any clinical concerns.	Cerner Access required	Medical Assistant, RN, Physician, Pharmacist	Current NLH employees with Cerner access and ideally experience managing a clinical team.
Clinical Observer	Y	Observe registrants for post-vaccination period of 15 minutes (30 minutes for some high risk). Must encourage people to not loiter, socialize, enforce social distancing.	N/A	RN/Medical/Pharmacy student, Medical Assistant, RN, Physician, Pharmacist	Any clinical folks with active licensure. Retired medical professionals with active licensure.
Line Manager	N	<ul style="list-style-type: none"> •Direct patients to their next station in the vaccination process and address any delays in the line as needed •Remind patients to wear their mask properly (securely covering their nose and mouth) and advise them of antibacterial stations and bathroom locations •Exercise exceptional customer service with all patients •Advise Volunteer Lead, security, or other designated staff of any incidents involving patients and escalate these incidents as needed •Be prepared to stand long periods of time during the shift 	N/A	N/A	Any. This role must be comfortable being vocal and on their feet for their entire shift. However, we have had successful volunteers in this role of all ages and backgrounds. Possible community sources could include collegiate sports teams, fraternities, sororities, college service clubs/orgs, service clubs (Rotary, Kiwanis, Shriners, etc.), retired folks with flexible schedules, etc.
Mobility Attendant	N	<ul style="list-style-type: none"> • Inform patients of the option to access mobility assistance in the form of a wheelchair and an attendant to accompany them through the entire vaccination process • Following wheelchair safety training provided on site, support patients requiring mobility assistance through the vaccination process • Accompany patients through the entire process • Exercise exceptional customer service with all patients • Advise Volunteer Lead, security, or other designated staff of any incidents involving patients and escalate these incidents as needed • Prepare to be standing and pushing wheelchairs for the duration of the shift • Clean wheelchairs after each patient has used them 	N/A	N/A	Collegiate sports teams, fraternities, sororities, college service clubs/orgs, etc. Due to the physical nature of this role, it may suit the college students best though obviously it could apply to any able bodied person.

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Curbside Mobility Assistant	N	<ul style="list-style-type: none"> Meet patients with mobility concerns at their vehicles and provide assistance with getting out of their vehicles and entering the clinic. If applicable, assist with handoff to Mobility Attendant Volunteers who will provide the patient with wheelchair assistance for the duration of their time at the clinic. Prepare to be standing for the entirety of the shift in the entryway which can be cold (dress accordingly). Ensure exceptional patient experience, addressing patient concerns as needed. Advise Clinical Lead, security, or other designated staff of any incidents involving patients and escalate these incidents as needed. 	N/A	N/A	Collegiate sports teams, fraternities, sororities, college service clubs/orgs, etc. Additionally, highschool students over the age of 16 who are particularly mature and professional could take on this role. Due to the physical nature of this role, it may suit the college students best though obviously it could apply to any able bodied person.
Mobility Attendant	N	<ul style="list-style-type: none"> Inform patients of the option to access mobility assistance in the form of a wheelchair and an attendant to accompany them through the entire vaccination process Following wheelchair safety training provided on site, support patients requiring mobility assistance through the vaccination process Accompany patients through the entire process Exercise exceptional customer service with all patients Advise Volunteer Lead, security, or other designated staff of any incidents involving patients and escalate these incidents as needed Prepare to be standing and pushing wheelchairs for the duration of the shift Clean wheelchairs after each patient has used them 	N/A	N/A	Collegiate sports teams, fraternities, sororities, college service clubs/orgs, etc. Additionally, highschool students over the age of 16 who are particularly mature and professional could take on this role. Due to the physical nature of this role, it may suit the college students best though obviously it could apply to any able bodied person.
Vaccine Validator Volunteer	N	<ul style="list-style-type: none"> Validate that patients are on the master list of registrants for the day and have arrived at the right time. Help direct patients to the next stop in the vaccine process (Check-In). 	N/A	N/A	Role is seated for entire shift which could open this role up to folks with some mobility concerns who want to volunteer. This might be a great role for retirees or older volunteers.
Lead Volunteer	N	<ul style="list-style-type: none"> Responsible for overseeing all nonclinical staff onsite at the vaccination clinic. This role should expect to be mobile during the clinic assisting where needed and rapidly addressing any nonclinical concerns. Ensure exceptional patient experience, addressing patient concerns as needed. Advise security or other designated staff of any incidents involving patients and escalate these incidents as needed. Monitor patient volume and issues impacting the efficient vaccination of patients including understaffed portions of the nonclinical process. Address, train, and direct volunteers as needed to meet the changing needs of the clinic throughout the day. 	N/A	N/A	This role is often recruited from existing volunteers who have already shown promise and professionalism as a volunteer. We likely wouldn't be "sourcing" this role per se as our sourcing will likely be internal.

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COVID-19 Symptom Screener Volunteer	N	<ul style="list-style-type: none"> •Pre-screen patients for symptoms of COVID-19 using pre-determined script. •Loudly and clearly recite COVID-19 pre-screening questions for all incoming patients. •Take temperature readings using thermal scanner and monitor for spikes and escalate concerns related to possible COVID-19 exposure as needed. •Remind patients of proper masking protocol (securely covering nose and mouth). •Ensure patients move safely and efficiently through the entry line. •Prepare to be standing for the entirety of the shift in the entryway which can be cold (dress accordingly). •Ensure an exceptional patient experience addressing concerns as needed. 	N/A	N/A	Any confident individual comfortable being vocal and on their feet for their entire shift. However, we have had successful volunteers in this role of all ages and backgrounds (often senior NLH leadership). Possible community sources may include collegiate sports teams, fraternities, sororities, college service clubs/orgs, service clubs (Rotary, Kiwanis, Shriners, etc.), retired folks with flexible schedules, etc.
Mask Handout Volunteer	N	<ul style="list-style-type: none"> •Hand out masks. •Instruct patients on the proper way to wear their mask and advise them on antiseptic stations •Exercise exceptional customer service when greeting and instructing patients •Advise volunteer leadership of mask needs should there be a need for supplies •Be prepared to stand or sit for long periods of time 	N/A	N/A	Any. This role must be comfortable being vocal and on their feet for their entire shift. However, we have had successful volunteers in this role of all ages and backgrounds. Possible community sources could include collegiate sports teams, fraternities, sororities, college service clubs/orgs, service clubs (Rotary, Kiwanis, Shriners, etc.), retired folks with flexible schedules, etc.
Traffic Cop	N	<ul style="list-style-type: none"> •Greet all patients at the head of the line •Control non-necessary traffic through the vaccine area •If coats are not removed ensure they get removed prior to reaching immunizer •Coordinate with immunizer aids which stations are open •Provide patient direction to immunizer aid who will assist patient to appropriate opening •Identify supply needs and relay to Pharmacist Lead (Blue Vest) 	N/A	N/A	Any. This role must be comfortable being vocal and on their feet for their entire shift. However, we have had successful volunteers in this role of all ages and backgrounds. Possible community sources could include collegiate sports teams, fraternities, sororities, college service clubs/orgs, service clubs (Rotary, Kiwanis, Shriners, etc.), retired folks with flexible schedules, etc.
Arrival Coordinator	N	<ul style="list-style-type: none"> •Greet all staff and volunteers and sign them off on spreadsheet provided •Provide directions to coat room and clock in station •Provide direction to Immunizers and Check In staff to gather in CI Training room after coat room •Ask all other staff to gather in Coat Room in designated areas (Signage) before going upstairs. •At 11:00 for all those coming in for 2nd shift repeat the process 	N/A	N/A	Any. This role must be comfortable being vocal and on their feet for their entire shift. However, we have had successful volunteers in this role of all ages and backgrounds. Possible community sources could include collegiate sports teams, fraternities, sororities, college service clubs/orgs, service clubs (Rotary, Kiwanis, Shriners, etc.), retired folks with flexible schedules, etc.