Patient Recruitment Phone Support Volunteer Position Description

**Area:** Patient Recruitment Contact Center

**Job Title:** Patient Management Support

**Immediate Supervisor(s):** Liana Juarez

**Days and Times Needed:** Monday – Friday 8:00 am to 4:00 pm (minimum of 2 hours beginning at 8 am)

**Description:** Volunteers serve as frontline support in helping potential patients at the NIH Clinical Center connect with researchers conducting clinical trials. This fast-paced environment provides direct interaction with patients seeking help from one of the world’s leading research facilities.

**Duties/Responsibilities:**

- Report to Patient Recruitment Front Desk in Building 61, adjacent to the NIH Clinical Center on the NIH’s Bethesda Campus
- Check-in with Supervisor/Team Lead and receive daily updates
- Sign into the phone system
- Provide telephone support
- Search availability of protocols given caller's specific needs
- Match caller to active protocol(s)
- Use protocol-specific screening questions to determine eligibility for referral
- If eligible, refer caller to research team
- Registers healthy volunteers interested in research participation and maintains healthy volunteer registry databases
- Perform all “after call work-wrap up” activities (e.g., fax and/or secure email referral information to the Institute contact person)

**Requirements:**

- Volunteers should be at ease with people and provide a welcome personality
- Volunteers should respect confidentiality of individual at all times
- Volunteers should not provide counseling or personal advice
- Volunteers should be familiar with telephone techniques and etiquette. Training will be provided.
- Volunteers should be computer literate and demonstrate ability to use Microsoft Office
- Volunteers should be familiar with basic medical terminology/knowledge
- Volunteers will make appropriate referrals to studies or in the case where no studies are available, other treatment organizations. Training will be provided.
- Volunteers should be courteous, professional and consistently show empathy with the caller’s concern(s)

**Position-Specific Training Required**

- Emergency Procedures
- Patient Confidentiality
- Customer Service
Privacy Awareness
On the job training and additional training as necessary
Computer security training