



227 Madison Street * New York, NY 10002 * 212.238.7050

Volunteerism & Health Literacy Project Volunteer Job Description

Volunteer Health Educators

Gouverneur Healthcare Services (part of NYC's Health & Hospitals Corporation) has been providing quality healthcare in Manhattan's Lower East Side for over 120 years. Poor health literacy (the ability to read, understand, and effectively use basic medical instructions and information) is a major problem facing the Lower East Side community. Gouverneur is currently seeking to recruit Student and Community Volunteers to help us address this urgent need.

Position Description: All volunteers will receive a complete orientation of Gouverneur that includes:

1. Philosophy, history and organizational structure of the facility.
2. Structure of the volunteer program.
3. A tour of the facility.
4. Specific policies and procedures of the facility/Volunteer Department.
5. Emergency situations and safety precautions.
6. Basic facility terminology.
7. Volunteer assignments and their requirements.

Volunteers will be trained by the Program Staff utilizing an established health literacy curriculum. Volunteers will be sent either individually or in pairs to approach Gouverneur outpatients throughout the facility, including the Pharmacy, Department of Medicine, OB/GYN, and Pediatrics waiting areas, to demonstrate the various concepts learned in the training. Some of the topics include: understanding prescription labels and

basic medical terminology, what to watch out for when taking over the counter medications, how to properly measure and administer medications, questions to ask your PCP, keeping a health journal, baby safety, the importance of breastfeeding, meal planning, understanding BMI and nutrition labels, serving size smarts, and setting goals for a healthy weight. Volunteers will have a choice of topics to be trained in. Volunteers will also be offered the opportunity to assist in other aspects of the program, as needed, such as data entry and analysis or developing new health literacy materials and patient navigation tools. All Volunteers will be supported by a Program Coordinator and Program Director, as well as Gouverneur's Volunteer Department. This is an excellent opportunity to obtain education on health literacy, as well as in-the-field work experience and direct patient contact, while gaining a greater understanding of the workings of a public ambulatory care setting and issues facing low income minority populations.

Necessary Qualifications: It is beneficial if Volunteers have some proficiency in either Spanish or Chinese. Volunteers should be outgoing, self-motivated, independent, and have an interest in urban health. They should display a desire to learn more about the health challenges that NYC's diverse populations struggle with, and motivation to help others. Volunteers must be responsible and punctual and have an ability to work both with a team and individually. **Gouverneur is happy to assist Volunteers in obtaining course credit for their work if required by their school.** It is best if volunteers are able to work during 9-5 hours during the week, and we ask for a total commitment of 150 hours to our program, over the course of a semester or longer if desired.

Lastly, we expect interns to work a minimum of six hour per week—done either in one day or spread out over multiple days. We are, however, flexible with this requirement and special circumstances will be considered. For more information, please contact:

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