

TITLE: Student Worker

DEPARTMENT: Student Worker Program

REPORTS TO: Program Coordinator

JOB PURPOSE: Function as a Poison Center team member to provide support to the Call Center and Education staff.

JOB RESPONSIBILITIES:

1. Provide initial response for all LHJ After-hours calls.
2. Maintain accurate and complete records according to standardized data collection requirements.
3. Recognize need to negotiate the transfer of a case to Call Center staff to assure effective and efficient management.
4. Provide support to Call Center staff by researching information, faxing, and providing support where needed.
5. Assist Poison Center Educators at Health Fairs and in-person events.
6. Additional tasks as needed when not answering calls.

Requirements

- ✓ Healthcare Professional, Public Health, or Naturopathic student in an accredited program
- ✓ Excellent phone and communication skills, speak English fluently and clearly and hear effectively on phone
- ✓ Ability to easily "ask for help" from other staff , superb "people skills"; easily works as a team member
- ✓ Ability to learn quickly
- ✓ Sufficient computer literacy to use word processing and spreadsheet software, learn WAPC electronic medical record software, and to conduct literature and/or Internet searches
- ✓ Ability to type legibly and utilize keyboard and mouse to complete case records, and to access computerized or online reference sources
- ✓ Ability to sit for shifts ranging from two to ten hours
- ✓ Ability to maintain focus in a distracting work environment
- ✓ Available to provide online support during an emergency or surge event.

Must agree to the following:

- ✓ Must agree to sign up for a minimum of 10 hours per month
- ✓ Must agree to self-scheduling via <https://www.signupgenius.com/>
- ✓ For remote staff, must agree to installation of a soft phone and VPN software on personal computer