

NHLBI Clerical Support Position Description

Area: National Heart Lung & Blood Institute – Research Nurse Office

Job Title: NHLBI Clerical Support

Immediate Supervisors: TBD

Days and Times Needed: Flexible - Monday-Friday between 8:00am-4:00pm, (minimum of 2 hour shifts)

Duties/Responsibilities:

Sign in at the Admissions Desk – beginning of shift

This volunteer will assist with office support and clerical duties under one of the NHLBI research nurses.

Duties will include:

- Filing, copying and mailing
- Putting together patient charts.
- Delivering and picking up medical records, specimens and other documentation from outpatient clinics, labs and/or offices.
- Printing necessary documents for patient appointments including consent forms.
- Other support services as needed.

Sign out at the Admissions Desk – end of shift

Requirements:

- English fluency
- Excellent communication & customer service skills.
- Respect patient confidentiality at all times.
- Organization, clerical skills helpful.
- Ability to work independently and self-motivated.
- Computer knowledge and skills.

Position-Specific Training Required

Emergency Procedures

Universal Precautions

Patient Confidentiality

Customer Service

Privacy Awareness