

Point of Care (POC) Lab Admin Volunteer FAQs

1. What are the requirements for this volunteer position?
 - a. A POC Lab Admin Volunteer must have a desire to give back and embrace Heart to Heart International's (HHI) mission of improving healthcare access in the US and around the world by ensuring quality care is provided equitably in medically under-resourced communities and in disaster situations. This position helps to accomplish this mission through improved access to laboratory testing.
 - b. A POC Lab Admin Volunteer must have the technical laboratory background and credentials and other skills to utilize their expertise in performing a variety of administrative laboratory-related tasks such as writing SOPs, policies, plans, guidelines, checklists, forms, quizzes, training material, etc; auditing various laboratory-related documents; supporting diverse staff and other volunteers with guidance and best practices; and providing additional support, mentoring and troubleshooting capabilities.
 - c. A POC Lab Admin Volunteer must be available and complete the virtual training and onboarding and project overview session(s) prior to beginning project work.
 - d. A POC Lab Admin Volunteer may have opportunity to travel on-site as necessary to complete an assigned project. Examples of this might be an on-site audit or assessment of a clinic's laboratory. If such an assignment is selected by the POC Lab Admin Volunteer, they must be willing and available to complete such travel.
 - e. A POC Lab Admin Volunteer may choose to accept or decline various projects as they become available. There is not a specific requirement as to how many projects must be accepted and completed, however, if a volunteer fails to perform any volunteer service hours during a year, they will be noted as "inactive" in the Volgistics system and merely need to reapply for the position, updating any requirements that might be outdated.
 - f. For additional specific requirements, please see the full volunteer job description.
 - g. Completion of application and onboarding, including all applicable paperwork and documentation uploads is required.
2. What expenses are covered by HHI in this position?
 - a. HHI will arrange and cover the cost of any necessary travel to on-site clinic or project locations including airfare, local transportation, and lodging. Meals are also included during travel and on-site time and will be reimbursed, along with any other necessary out-of-pocket expenses, following HHI's internal policies and procedures. Itemized receipts will be required.
 - b. Any necessary out-of-pocket expenses will require an itemized receipt and submission of a reimbursement form.
 - c. Please seek guidance of HHI staff before making any out-of-pocket expenditures.
 - d. Costs associated with vaccines, titers, medical appointments, obtaining diploma/degree or certification copies, etc is the responsibility of the volunteer or applicant.

3. What paperwork is required for this position?
 - a. Completed volunteer application.
 - b. Laboratory degree and/or proof of certification/licensure.
 - c. Background check including Motor Vehicle Report.
 - d. Signed liability and healthcare insurance waivers.
 - e. Certain specific projects, particularly those involving travel or on-site visits, will require certain vaccinations. Domestically, these include official immunization records for Covid, Hepatitis B, and Tetanus/Tdap. Records should be from your physician's office, pharmacy, travel vaccine agency, health department, etc.
 - Covid – first two doses required
 - Hepatitis B – completed 3-dose series OR a positive titer test
 - Tetanus/Tdap – booster required every 10 years
 - f. Headshot photo for volunteer badge.
4. What types of insurance do I need for this position?
 - a. HHI carries professional liability insurance.
 - b. HHI will make travel arrangements, thus additional travel insurance would not be individually necessary.
 - c. Personal health insurance coverage would be required.
 - d. A valid driver's license is a requirement for local rental car transportation.
5. What vaccines am I required to have as a volunteer in this position?
 - a. Hepatitis B, Tdap, and Covid vaccinations are required for travel or on-site projects. If vaccine records are not available, a titer can be performed, and appropriate results will suffice as proof. International projects may require other specific vaccinations that will be discussed at that time.
 - b. Covid vaccinations must include the original series of two or recent initial vaccination record. Boosters are not a requirement.
 - c. Costs associated with vaccines, titers, medical appointments, etc are the responsibility of the volunteer or applicant.
 - d. When a specific project requires being on-site in a clinic environment or with vulnerable populations, it is recommended to take whatever other precautions you deem necessary such as annual influenza vaccinations, Covid boosters, wearing a mask, etc.
 - e. If you are symptomatic with any contagious disease process, please refrain from travel or visiting on-site.
6. Do I have to live within the Kansas City metro area for this volunteer position?
 - a. No. Because most of these projects are virtual in nature, you may live anywhere within the country. Should travel be necessary, we will work directly with you in making the most appropriate travel arrangements to complete the project.
7. How does scheduling of assignments work for this position?
 - a. The required initial virtual HHI training session will be required for all selected volunteers. Once you have been selected as a volunteer and completed the initial

volunteer onboarding requirements, we will arrange a mutually agreeable time to conduct this session with you.

- b. HHI staff will reach out to volunteers for project assignments as they become available. A virtual project overview session will be scheduled at a mutually agreeable time to discuss the project scope and timeline. A deadline will be set for a volunteer to either accept or decline the project, and work will commence and proceed according to the timeline and deadline(s) presented during the project overview or a subsequent meeting.
 - c. Projects are typically one-time projects or tasks that are short in nature, ranging from a week or more up to several months or even a year.
8. Are there any other travel details?
- a. Travel for this position is a rare occurrence. Since a pool of volunteers is available to select from for various assignments, a volunteer's willingness to meet travel requirements and availability does not impact their ability to serve as a volunteer in this role.
 - b. If a volunteer would accept an assignment that required travel, the following items apply:
 - Vaccinations, other health requirements, or other policies deemed necessary by HHI or the destination partner would be required. These would be considered on a case-by-case basis.
 - Occasionally, weekend travel is necessary to accommodate an individual clinic's hours and availability.
 - Overnight stays and/or air flights may be required unless volunteer resides within reasonable driving distance (generally within 4 hours) of the clinic or other project destination.
 - Additional driving and/or operating a rental car may be necessary to more remote locations from arrival/departing airport.
 - Projects involving specific clinics or other project destinations may be situated in remote areas. They also can be urban in very densely populated city locations. Volunteers should be comfortable with a variety of locations and travel conditions.
 - Cabs, Uber, or other ride-sharing modes may be preferred to rental cars in busy city locations where the travel distances are not excessive. It is helpful to be proficient with these types of apps.
9. What if I have been a previous lab volunteer with HHI?
- a. Because of the structuring and streamlining completed within the POC lab program over the past couple of years, it is a requirement that all current, past, or new volunteers attend a virtual training session and complete the onboarding requirements put forth by HHI's volunteerism department.
 - b. If a conflict comes up that will affect the agreed-upon virtual training and/or project overview sessions, the session(s) may be rescheduled if the project timeline permits,

- or HHI may need to reach out to an alternate volunteer to maintain the project's timeline.
- c. We plan to offer virtual refresher training in subsequent years of volunteer service for this position.
10. Are projects completed independently or with a team?
- a. Both. Some projects are short or simple and HHI may just need one volunteer to help. Other projects may be longer in duration or more complex in terms of work, so a team of volunteers may be pulled together.
 - b. HHI staff is always available for guidance and may participate as part of a team, as well.
11. What happens after I fill out the online application?
- a. All necessary paperwork needs to be completed and uploaded.
 - b. HHI staff will review your application against the volunteer position requirements.
 - c. If you are selected for an interview, HHI staff will contact you to set up a virtual meeting.
 - d. Following an interview, if you are selected as a volunteer, HHI staff will notify you of the approval and follow up with onboarding and training tasks and timelines.
 - e. If you are not selected at any stage, you will receive email notification from HHI staff.