



EMPLOYMENT &
HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

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To: All Staff (Code 2A)

Date: January 12, 2021

cc:

From: Executive Team

Subject: Call for Volunteers to Assist the County's Vaccination Efforts

The County has been active in vaccinating our citizens in accordance with state and federal guidelines. This work continues and is now increasing to the point where the County Health Department is asking for assistance in scheduling appointments and working at locations where vaccines are being administered. There is a critical need for EHSD workers that are willing to assist with administrative operations. EHSD staff will not be administering shots. We are in the midst of a global pandemic and vaccinating large numbers is part of how we will return to a more normal life. Your efforts to support this are historic and important.

Clerical or administrative support is needed for the Health Services Vaccine call center (onsite at Bates Avenue) and on-site registration at Mass Vaccination locations (currently at Diablo Valley College and Contra Costa College campuses, soon to expand to Antioch and Richmond locations). EHSD staff that volunteer will be trained on the automated systems that Health Services uses. The call center and the vaccination sites will operate 7 days a week.

Skills needed by volunteers:

1. Comfortable working on a computer (all work is on computer)
2. Customer service skills (in person and on telephone)
3. Ability to work in a fast paced environment
4. Bilingual is a plus but not required
5. Easy to train/fast to learn new workflows
6. Team player
7. Good communication skills (written and spoken)
8. Timeliness and reliability are critical
9. Flexibility should the needs change for the roll out

Call Center tasks (Monday – Sunday, 7:30am – 4pm)

1. Telephonic based
2. Answering calls, scheduling patients for vaccine appointments
3. Registering patients into our the Health Services Electronic Health Records system (collecting demographic information, insurance)
4. Calling patients who missed appointments or need to reschedule

On-Site Vaccination registration (Monday – Sunday, 7:30am – 4pm)

1. Travel to various locations to support vaccination locations
2. Greet patients, look up their appointment
3. Collect additional demographic information, register patients in the Electronic Health Records system
4. Provide support to Medical Professionals and other staff with patient spacing while waiting for appointments

Additional Information:

1. Alternative work schedules will be suspended for the duration of the volunteer assignment.
2. Volunteers will need to work 7:30am to 4pm on their days
3. Volunteers can choose their scheduled days such as Tuesday to Saturday
4. The volunteer assignments are expected to start shortly after January 19, 2021
5. Based on current information, volunteers should expect to be available for at least eight (8) weeks
6. Volunteers will be assigned to the Call Center or a vaccination site. These assignments do not permit remote work
7. Health Services is working on a process that will enable volunteers to be vaccinated
8. If you would like to volunteer, obtain approval from your supervisor before completing the survey.

Complete the Survey Monkey survey by clicking on the link. We will need your name, EHSD and Personal email, EHSD desk and cell number or personal cell, your classification, and if you have a preference for either the call center or working at a vaccination site or no preference.

We need your response by January 15, 2021

SURVEY MONKEY LINK: <https://www.surveymonkey.com/r/XHJ653B>