



# Volunteer Opportunity

## Child Safety Seat Clinic Scribe

**Purpose/Description:** Chandler Fire, Health & Medical Department (CFHM) holds free child safety seat clinics on Saturdays throughout the year to teach parents and caregivers to properly install their children's car seats, and to provide car seats to children whose families cannot afford this purchase. The goal is to reduce the number of Arizona children injured or killed in motor vehicle accidents each year helping to ensure that children ride in a properly installed car seat that is appropriate for their age and size.

Car Seat Clinic Scribes assist CFHM firefighters in this effort by providing clerical services at child safety seat clinics.

**Time Commitment:** Volunteers must be able to work a minimum of 8 hours (two 4-hour shifts) per month on **Saturday** mornings. A one-year time commitment is requested.

**Supervision:** Supervision is provided by the Fire Marshal and the Prevention & Education Management Analyst. Supervision at the child safety seat clinics will be provided by experienced volunteer scribes.

**Training:** CFHM provides the following job related training:

- Customer service
- CFHM / City policies for volunteers
- Duties of scribes at child safety seat clinics

**Required Dress:** CFHM provides the volunteer with a uniform shirt and ball cap.

**Job Location:** The majority of child safety seat clinics are held at one of the following locations:

- Fire Training Facility, 3550 S. Dobson Rd. (S of Queen Creek Rd., N of Ocotillo Rd.)
- Chandler Regional Medical Center, 1955 W. Frye Rd. (SE corner of Dobson & Frye Roads)

### **Key Responsibilities:**

Assist with set up and clean up at child safety seat clinics.

Greet customers at child safety seat clinics and inform them about the inspection process.

Fill out required checklists for firefighters while they teach parents/caregivers to properly install their children's car seats.

Distribute customer satisfaction surveys and collect completed surveys.

Distribute bags of give-away items and safety information to parents/caregivers.

Complete required paperwork for program administration.

Provide additional assistance to firefighters as requested.

### **Knowledge, Skills and Abilities:**

Excellent customer service skills, including the ability to respond to customer requests in a courteous and effective manner and to present a positive image of the Department.

Able to follow detailed written and verbal instructions.

Able to communicate effectively, both verbally and in writing. Must be able to write legibly.

Able to work cooperatively with other volunteers and CFHM employees.

### **Essential Physical Abilities:**

Sufficient clarity of speech and hearing to communicate effectively in person.

Sufficient visual acuity to comprehend written instructions.

Sufficient personal mobility and physical reflexes that permit the volunteer to stand and to sit for extended periods of time.

Sufficient ability to work outside in arid desert conditions such as dirt, dust, pollen, and sun and heat.

**Minimum Qualifications:**

Must be 21 years of age or older.

Complete the CFHM Volunteer Application (FD Form No. 705)

Complete and pass an interview.

Pass a background check.