



Hilltop Free Clinic Team 2026 Role Descriptions

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Role: Clinic Director

Eligible Students: Medical students who previously served in any role on the MYPHFC Leadership Team or have a similar experience for at least 1 year.

Duration: ≥1 Year

Commitment: 6 hours/week

Scope: The Clinic Director is the most senior student within the clinic's leadership. They serve as a connector between the Leadership Team, Professional Board, and MYP USA Board. The Clinic Director ensures accountability for the Leadership Team and ensures the most essential elements of behind the scenes clinic infrastructure are maintained. This individual is not responsible for managing day-to-day operations, but helps oversee the team that handles these items. The Clinic Director is the "failsafe" to limit the need to involve Professional Board Members in clinic operations.

Responsibilities:

1. Attend Clinic Leadership Team Meetings: 1 hour, every 2 weeks
2. Attend Head Clinic Leadership Team Meetings: 1 hour, every week
3. Prepare agenda and lead Clinic Board Meetings: 2 hours, every 3 months
4. Represent the Clinic Leadership Team during MYP USA Board discussion – it is not mandatory to be an actual *member* of the MYP USA Board though.
5. Represent Clinic Leadership Team when meeting with new providers, funding organizations, and all external entities
 - Not responsible for attending meetings with community organizations which fall under the umbrella of Community Engagement Coordinator.
6. Manage Ongoing Action Items Tracker. Ensure necessary items are added and hold team members accountable for completing their assignments.
7. Provide impartial judgment on any disputes within the Clinic Leadership Team.
8. Manage integral infrastructure items:
 - a. Martti Interpretation Services Contact: Any necessary communications.
 - b. National Association of Free Clinics (NAFC): Annual Survey.
 - c. AthenaGives Contract: Any necessary communications.
 - d. LabCorp Contract: Any necessary communications.
 - e. Charitable Health Network (CHN): Annual survey and additional requirements.
 - f. Ohio Department of Health (ODH): [Annual registration](#). (Due: January 1st)

Extra notes:

- Undergraduate recruitment, training, and management are the responsibility of the Volunteer Coordinator.
- Partnerships with community organizations and planning for hosting at MYP USA as well as referral of patients to them is the responsibility of the Community Engagement Coordinator.

Role: Committee Chair

Eligible Students: Medical student

Duration: 1 Year

Commitment: 4-6 hours/week per student

Scope: The Committee Chair oversees day to day operations of the clinic and supports ongoing clinic development. The Committee Chair has a defined, regular set of ongoing responsibilities but also is accountable for additional tasks and clinic needs that come up and are not assigned to alternate leadership. The Committee Chair will also be responsible for the majority of the communication with the student leadership team.

Sole Responsibilities:

- Prepare agenda and lead Head Clinic Leadership Team Meetings
- Prepare agenda/slides and lead Clinic Board Meetings
- Provide final impartial judgment on any disputes within the Clinic Leadership Team.
- Manage integral infrastructure items:
 - Martti Interpretation Services Contact: Any necessary communications.
 - AthenaGives Contract: Any necessary communications.
 - Specialty care and community social service connections
- Ensure communication between all levels of the clinic team: medical students, post-bac students, undergraduates, clinic volunteers, and Board members
- Frequent (biweekly) check-ins (text/email) with medical student CLT members to see how their work is going and see if they need help with anything.
- Oversee transition of new Clinic Leadership Team.

Shared Responsibilities with Vice Committee Chair:

- Either the Committee Chair or Vice Committee Chair will be present at every clinic and screening.
- Creating/progressing towards the clinic's "big picture" goals for the calendar year.
- Represent the CLT when meeting with new providers, funding organizations, and all other external entities.
- Manage ongoing clinic maintenance and development activities that are not better suited to other leadership members.
- Be present in any meetings with school faculty or administrators.

Extra notes: Throughout the year, clinic goals and needs will develop that will need to be assigned and may become the responsibility of the Committee Chair. This position requires ability to adapt to new tasks and evolving vision for the clinic. As the Clinic and CLT develop over time, responsibilities may shift between positions and additional ongoing responsibilities may be formalized.

Role: Vice Committee Chair (one student)

Eligible Students: Medical student

Duration: 1 Year

Commitment: 4 hours/week

Scope: See Committee Chair Scope

Sole Responsibilities:

- Prepare agenda and lead Clinic Leadership Team Meetings
- First responder for miscellaneous tasks that come up and don't fall within the scope of existing roles.
- Bi-weekly check-ins (text/email) with post-bac and undergraduate team members to see how their work is going and see if they need help with anything.
- Oversee recruitment and interviews of the new Clinic Leadership Team.
- Oversee transition of new clinic leadership team.
- Maintain a clinic roster.

Shared Responsibilities with Committee Chair:

- Either the Committee Chair or Vice Committee Chair will be present at every clinic/screening.
- Creating/progressing towards the clinic's "big picture" goals for the calendar year.
- Represent the CLT when meeting with new providers, funding organizations, and all other external entities.
- Manage ongoing clinic maintenance and development activities that are not better suited to other leadership members.
- Be present in any meetings with school faculty or administrators.

Role: Operations Coordinator

Eligible Students: Medical student

Duration: 1 Year

Commitment: 4 hours/week

Scope: The Operations Coordinator oversees day to day operations of the clinic and provides bridging support where applicable to ongoing clinic development. The Operations Coordinator has regular recurring responsibilities that ensure monthly clinics and screenings have the necessary resources. The Operations Coordinator is also accountable for tasks and clinic needs that arise pertaining to maintaining clinic inventory, recurring bill payments, building operations, and procurement of clinic resources. The Operations Coordinator acts as a liaison with MY Project USA (MYPUSA) Office Manager, Nasir Shinwari, to establish clear communication and support the connection between MYPHFC and MYPUSA.

Responsibilities:

1. Attend Clinic Leadership Team Meetings: 1 hour every 2 weeks.
2. Attend (in person) clinic and/or a screening (each 1x/month).
3. Attend weekly check-ins with appropriate MYPUSA leadership personnel on schedule determined by Committee Chairs and MYPUSA.
4. Fulfill and update ongoing action items tasks by assigned deadlines.
5. Manage ongoing clinic maintenance and development activities that are not better suited to other leadership members. This includes working with Committee Chairs and Clinic Director to establish institutional support for MYPHFC.
6. Triage issues from monthly clinics and screenings to the appropriate personnel, whether that be Committee Chairs, Clinic Director, Lead Physician, or MYPUSA Personnel.
7. Set a yearly budget in coordination with the MYP team. Ensure all CLT members understand their role's budget if money is allocated to them.
8. Track items stored at the MYP building.
9. Ensure timely ordering of replacement supplies.
10. Maintain an active budget spreadsheet to track expenses with invoices and receipts.
11. Create and maintain active "wishlists" of items that would be beneficial to the clinic to enable fundraising efforts with specific targets.
12. Identify grant application opportunities and coordinate with the Grants Plus team to submit timely applications. Ensure all necessary documentation for active grants is maintained and submitted.
13. Maintain an ongoing record of all tasks completed by this position to ensure smooth leadership transition each year.

Extra notes: Since the creation of this position, clinic inventory needs have developed and continue to change as MYPHFC matures. This role is responsible for both recurring purchases for clinic supplies as well as larger item procurement. It is essential that this role is able to grow with the clinic as its needs evolve over time.

Role: Appointment Coordinator/Referrals Co-Coordinator

Eligible Students: Medical students

Duration: ≥1 Year

Commitment: 4 hours/week

Scope: The Appointment Coordinator ensures that the clinic will only see eligible patients who can actually be helped at the clinic site. The Appointment Coordinator is responsible for ensuring that patients are screened and scheduled for each clinic. They will work closely with a team of undergraduate volunteers as well as the Lab and Referrals Coordinators to connect the community with the clinic and support them once they complete their visits. They will also assist the Referrals coordinator in following up with patients to guide them through the financial aid process as well as making sure they are able to attend their necessary referral appointments.

Responsibilities:

1. Attend Clinic Leadership Team Meetings: 1 hour every 2 weeks.
2. Oversee patient recruitment and sign-ups for each clinic. Maintain all primary and secondary forms for patient appointment requests.
3. Manage the Appointment team, a group of undergraduate students who assist with patient scheduling for clinics and registration during clinics.
4. Ensure consent and proof of eligibility paperwork is completed for all patients before they arrive at the clinic.
5. Ensure all patients are scheduled in Athena (EMR) and are contacted and confirmed for their appointments prior to the clinic.
6. Work closely with the Referral Coordinator to guide patients through financial assistance and scheduling specialty/imaging appointments.
7. Ensure all applicable patients scheduled for clinic have completed the appropriate referrals and labs recommended at last visit. This will be completed in conjunction with the Referral and Lab Coordinators.
8. Attend (in person) a clinic or a screening (1x/month) to facilitate patient sign-ups, check-in, or administer the patient satisfaction surveys.

Extra notes: This role will coordinate with undergraduate volunteers who will assist with patient recruitment, Athena scheduling, appointment confirmation, and survey administration.



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Role: Referral Coordinator

Eligible Students: Medical students

Duration: ≥1 Year

Commitment: 4 hours/week

Scope: The Referral Coordinator is responsible for ensuring that patients are able to obtain proper referrals and imaging outside of MY Project USA Hilltop Free Clinic, as well as the financial aid required for these services. The Referral Coordinator will confirm that referrals are properly signed by the attending physician and will follow up on making sure orders are faxed to the appropriate locations after each clinic. They will follow up with patients regularly to guide them through the financial aid process and make sure they are able to attend their necessary appointments.

Responsibilities:

1. Attend Clinic Leadership Team Meetings: 1 hour every 2 weeks.
2. Ensure faxes are sent and properly placed following clinic days
3. Follow up with patient via call/text for financial aid process and referral process
4. Guide patient through financial aid process as needed
5. Maintain updated spreadsheet with appropriate and relevant referral information
6. Attend (in person) a clinic or a screening (1x/month)

Role: Clinical Diagnostics Coordinator

Eligible Students: Medical students

Duration: ≥1 Year

Commitment: 4 hours/week

Scope: The Clinical Diagnostics Coordinator is essential to supporting the clinical decision making required to provide providers with quick and accurate decision making information and patients with high quality care. In this role, the clinical diagnostics coordinator will help to manage an on-site point of care laboratory allowing for analysis of Hemoglobin, Hemoglobin A1C, Hematocrit, Influenza, COVID, Urinalysis, Lipid Panels, and Glucose Testing. Additionally, they will help to facilitate the testing with our laboratory partner, Quest Diagnostics, to ensure completion of other necessary laboratory testing. The clinical diagnostics coordinator can also help with ECG and Ultrasound testing as required. No previous education is necessary to perform these tasks and adequate training will be provided.

Responsibilities:

1. Performing and Aiding in Point of Care Laboratory Testing on clinic days
2. Answering clinical team questions on laboratory testing and communicating laboratory results to providers and patients
3. Aiding patients to get their necessary labs
4. Aiding and Performing ECG and Ultrasound and training fellow team members
5. Keeping inventory and working with Operations Coordinator to ensure adequate laboratory supplies
6. Attending twice-monthly meetings and keeping fellow team members updated

Role: Volunteer Coordinator

Eligible Students: Medical students

Duration: 1 Year

Commitment: 5 hours/week per student

Scope: The Volunteer Coordinators lead all volunteering activities at the MY Project USA Hilltop Free Clinic, coordinating both medical student and undergraduate student involvement on monthly clinic and screening days.

Responsibilities:

1. Attend Clinic Leadership Team Meetings (*1 hour every 2 weeks*)
2. Work with the Clinic Director, Committee Chairs, and Providers to plan monthly clinic and screening dates. This includes maintaining the Volunteer Spreadsheet for both medical students and undergraduate students and updating the Google Calendar with clinic dates: *Varies, beginning of the year and throughout the year adjusting dates as needed*
3. Lead and coordinate the undergraduate Interpreter team with the Interpreter Leads: (*8 hours, throughout the month*)
 - a. The Interpreter Lead team consists of 5 undergraduate students, preferably 2 French and 2 Spanish Interpreters, and one arabic interpreter
 - b. Their responsibilities include: attending 1 screening a month (not necessary every month); assist with language interpretation at screenings and at clinics; leading new interpreter recruitment; organizing and scheduling undergraduate interpreters for screenings; and leading orientation for new undergraduate interpreters
4. Send reminders for both medical and undergraduate volunteers before screenings/clinics through email, and send reminders for screenings/clinics to the Medical Student Leadership team through Slack: (*2 hours, twice a month*)
5. Schedule general medical volunteers for screenings and clinics (if applicable)
6. Work with the interpreter coordinators and leads to ensure interpreters are trained and are prepared to volunteer
7. Work with the EMR Coordinator to plan and provide trainings to medical student volunteers for clinic and screenings (*4 hours, once a month*)
8. Lead recruitment initiatives for medical student and undergraduate personnel (*8 hours, beginning of the year*)
9. Attend weekly check-ins with appropriate My Project USA leadership personnel on schedule determined by Committee Chairs and MYP USA.
10. Coordinate and update the directory for members on the Leadership team.

Role: EMR Coordinator

Eligible Students: Medical student

Duration: 1 Year

Commitment: 4 hours/week per student

Scope: The electronic medical record (EMR) Coordinator manages all activity and is knowledgeable on all capabilities of the Athena EMR System. The EMR is used during clinics by medical students and the providers, and between clinics, allows us to track all labs/medication/imaging orders and their results. The EMR Coordinator will be the go-to for all Athena-related questions for providers, medical students, and undergraduate coordinators.

Responsibilities:

1. Create and monitor volunteer accounts within the clinic's Athena system. Ensure accounts are limited to the level of access necessary to conduct their role. Be able to provide additional access if necessary.
2. Work with Volunteer Coordinator for onboarding/training of any new volunteers, including students and providers, who require Athena access.
3. Act as the clearinghouse for all Athena-related questions. If the answer is unclear, the EMR Coordinator will communicate issues with our assigned Athena representative.
4. Monitor incoming and outgoing documents in Athena, including labs/medications/imaging/results and potential patient messages. Relay the information to the relevant contacts on the MYPHFC leadership team for them to resolve the documents.
5. Monitor any communications from Athena, especially regarding software updates.
6. Create/update Athena summary guides when necessary to ensure everyone has updated guides to complete their relevant roles/tasks in Athena.
7. Be available by phone (if not in person) on clinic days to answer any urgent Athena questions.

Extra Notes: This role will closely coordinate with undergraduate volunteers who will assist with patient recruitment, Athena scheduling, appointment confirmation, and survey administration. This role will also closely coordinate with the Volunteer Coordinators to keep track of who needs Athena training as they are onboarded to MYPHFC.

Role: Lab Manager

Eligible Students: Medical students

Duration: 1 Year

Commitment: Monthly clinic attendance (rotating), approx. 4 hours/clinic

Scope:

Lab Managers oversee point-of-care testing and diagnostic procedures during clinic days. They ensure that all laboratory tests including hematologic, infectious disease, metabolic, and cardiovascular diagnostics are performed accurately, efficiently, and according to clinic protocols. Lab Managers also support documentation, equipment quality control, and media collection within HIPAA guidelines.

Responsibilities:

1. Attend monthly clinics and perform Hemoglobin, Hemoglobin A1C, Hematocrit, Influenza, COVID, Urinalysis, Lipid Panel, and Glucose testing, as well as EKGs and ultrasounds.
2. Ensure all tests are performed correctly, efficiently, and documented appropriately.
3. Coordinate scheduling so that one Lab Manager is present at each clinic (two if volume requires).
4. Take photos of coordinators, supplies, or group activities (HIPAA-compliant) and send them to the Vice Committee Chair.
5. Maintain lab supplies, identify low-stock items, and communicate needs proactively.

Extra Notes:

Lab Managers will collaborate directly with the Clinic Operations team to ensure smooth workflow, quality control, and efficient turnaround times for testing.

Role: Resource Access Manager

Eligible Students: Medical student

Duration: 1 Year

Commitment: Monthly clinic attendance, approx. 4 hours/clinic

Scope:

The Resource Access Manager supports patients with financial, social, and community resource needs. This includes assisting with medication affordability, Mid-Ohio Farmacy enrollment, SDoH screening, and maintaining the clinic's "store" of donated hygiene and wellness supplies. The role serves as a key point of contact for connecting patients to essential support services.

Responsibilities:

1. Attend each monthly clinic and assist patients with medication cost resources, discount programs, and pharmacy navigation.
2. Enroll eligible patients in the Mid-Ohio Farmacy Program.
3. Conduct Social Determinants of Health (SDoH) screenings and relay needs to appropriate coordinators.
4. Reach out to community partners and organizations to obtain donations for the clinic store (hygiene products, sunscreen, body wash, etc.).
5. Oversee clinic store setup, inventory, and distribution during clinics
 - a. Restock clinic store and patient room supplies
6. Communicate any patient concerns or barriers to the leadership team.

Extra Notes:

This role will work closely with the Social Work, Operations, and Community Outreach teams to ensure patients receive comprehensive, wrap-around support.

Role: Clinical Intake Manager

Eligible Students: Medical students

Duration: 1 Year

Commitment: Monthly clinic attendance, approx. 4–5 hours/clinic

Scope:

The Clinical Intake Manager oversees patient intake, history-taking, and clinic flow. Replacing the previous “float volunteer” model, this role assumes responsibility for gathering patient histories, presenting to providers, and supporting patient movement through the clinic efficiently. Clinical Intake Managers help maintain organization, communication, and smooth clinical operations.

Responsibilities:

1. Attend each monthly clinic and conduct patient HPIs.
2. Present patients directly to attending physicians and assist with transitions of care.
3. Shadow clinic visits as permitted and help maintain flow across rooms.
4. Manage HPI rooms and exam rooms using the patient schedule for guidance.
5. Oversee efficient setup and takedown of clinic space; complete setup forms and delegate tasks as needed.
6. Ensure clinic operations are organized, timely, and consistent with protocol.

Extra Notes:

This role will work closely with the Provider Coordinators, Clinic Operations team, and EMR Coordinator for optimal clinic flow.

Role: Administrative Liaison

Eligible Students: Medical students

Duration: 1 Year

Commitment: 4 hours/week + monthly clinic attendance

Scope:

The Administrative Liaison serves as a central communication bridge between undergraduate coordinators and medical student leaders. This role supports clinic day operations especially check-in/check-out while overseeing document organization, volunteer tracking, and smooth communication across teams. The Liaison helps maintain structure and efficiency within administrative workflows.

Responsibilities:

1. Serve as the main communication link between undergraduate coordinators and medical student leaders.
2. Assist with clinic-day operations, including patient check-in and check-out.
3. Ensure clinic documents, Google Drive folders, and organizational materials remain updated and well-structured.
4. Support the Volunteer Coordinator and Vice Chair in managing volunteer operations and communications.
5. Approve TOUCH hours for volunteers and maintain an updated volunteer hours tracker.
6. Provide administrative support for clinic planning and workflow improvements.
7. Provide clinic metrics and photos to MYP after clinics and screenings.

Extra Notes:

This role may be expanded to further support volunteer management and coordination depending on clinic needs and leadership structure.

Role Title: Social Media Chair

Role Type: Administrative & Communications Liaison

Eligible Students: Undergrad or Medical students

Duration: 1 Year

Commitment: 3–4 hours/week + monthly clinic attendance

Scope

The Social Media Chair is responsible for coordinating **ethical, compliant, and mission-aligned storytelling and visual documentation** of Hilltop Free Clinic activities in partnership with MY Project USA (MYPUSA). This role ensures that clinic impact is communicated clearly while **upholding patient privacy, organizational values, and legal requirements**.

The Social Media Chair acts as the **single point of contact** for all clinic-related photos, captions, summaries, and media submissions to MYPUSA and helps maintain consistency, professionalism, and transparency in public-facing communications.

Responsibilities:

Communication & Coordination

- Serve as the **primary communications liaison** between the clinic team and MY Project USA for social media, photography, and storytelling.
- Coordinate with clinic leadership to **pre-plan and approve** any photography, video, or promotional activity.
- Ensure all media-related activities align with clinic operations and do not disrupt patient care.

Photography & Visual Documentation (Clinic Days & Screenings)

- Capture **5–7 photos per clinic day** in accordance with approved guidelines.
- Permitted photo content includes:
 - Clinic setup and environment
 - Equipment and supplies
 - Volunteers and team members
 - Activities photographed from behind, at a distance, or intentionally blurred
- Ensure that **no identifiable patient faces, names, or protected health information** appear in photos or videos without written authorization.

Patient Privacy & Consent Compliance

- Strictly adhere to all **HIPAA, privacy, and organizational policies**.
- Ensure **no patient photos, videos, audio recordings, or interviews** are taken or shared without a **signed media/storytelling consent form**.
- Support MY Project USA on a limited, case-by-case basis when patients voluntarily wish to share their own stories, ensuring participation is:
 - Entirely voluntary
 - Free of pressure or coercion
 - Fully controlled by the patient
 - Without impact on access to care

Content Submission & Reporting

- Submit the following to MY Project USA **by Sunday noon or Monday morning** after each clinic or screening:
 - Approved photos (5–7 per clinic day)
 - A short written summary of the clinic or screening
 - Basic clinic metrics (as provided by clinic operations)
- Ensure captions and summaries are accurate, respectful, and mission-aligned.

Prohibited Activities (Non-Negotiable)

The Social Media Chair must **not** engage in or allow:

- Livestreaming or real-time recording during clinic service hours
- Recording any part of a patient visit without consent
- Capturing images of screens, documents, or environments that could identify a patient
- Posting or sharing patient images or information without written authorization
- Unapproved social media posts or interviews conducted independently

External Media & Photographers

- If the clinic lacks internal capacity, coordinate with **MYPUSA-approved photographers or videographers**.
- Ensure external media operate:
 - Under direct clinic leadership guidance
 - In full compliance with privacy, consent, and HIPAA requirements

Oversight & Approval

- All filming, interviews, photography, and promotional activities must be:
 - **Pre-planned**
 - **Approved by clinic leadership**
 - **Submitted to MY Project USA for review**
- MY Project USA retains the right to edit submitted content for:
 - Privacy protection
 - Safety and compliance
 - Brand and message consistency

Extra Notes

- This role may expand to include broader communications planning or volunteer media coordination based on clinic needs.
- Failure to comply with privacy, consent, or submission requirements may result in removal from the role.
- The Social Media Chair is expected to model **professionalism, discretion, respect, and cultural sensitivity** at all times.