



**Behavioral Health**  
Workforce Education and Training

# Volunteer Services Program Information



San Bernardino County Behavioral Health offers a variety of volunteer opportunities!

- Administration
- Alcohol & Drug Services
- Consumer Clubhouses
- Homeless Outreach Services Team
- Information Technology
- Innovations
- Mariposa Community Clinic
- Mesa Community Clinic
- Needles Community Clinic
- Office of Compliance
- Office of Homeless Services
- Patient Rights
- Program Planning & Development
- Research & Evaluation
- TAY Center
- Victor Valley Behavioral Health
- Vista Community Counseling
- Workforce Education & Training





By us being a teaching organization, we have the ability to provide individuals with an enriching experience by increasing community ownership, reducing stigma, and by giving them the opportunity to support our various behavioral health programs.



## Clinical

### General clinic duties:

- Assisting client's in completing forms
- Auditing error reports
- Pulling/filing/prepping charts
- Completing registration
- Reviewing Charge Date Invoice (CDI) entries
- Performing data entry
- Completing and/or assisting with projects relevant to the person's course of study, if applicable or appropriate
- Lead Clubhouse groups or classes, if appropriate

## Non-Clinical

### General office duties:

- Filing
- Faxing
- Copying
- Answering phones
- Other clerical duties as assigned
- Assisting client's in completing forms
- Completing and/or assisting with projects relevant to the person's course of study, if applicable or appropriate
- Performing data entry

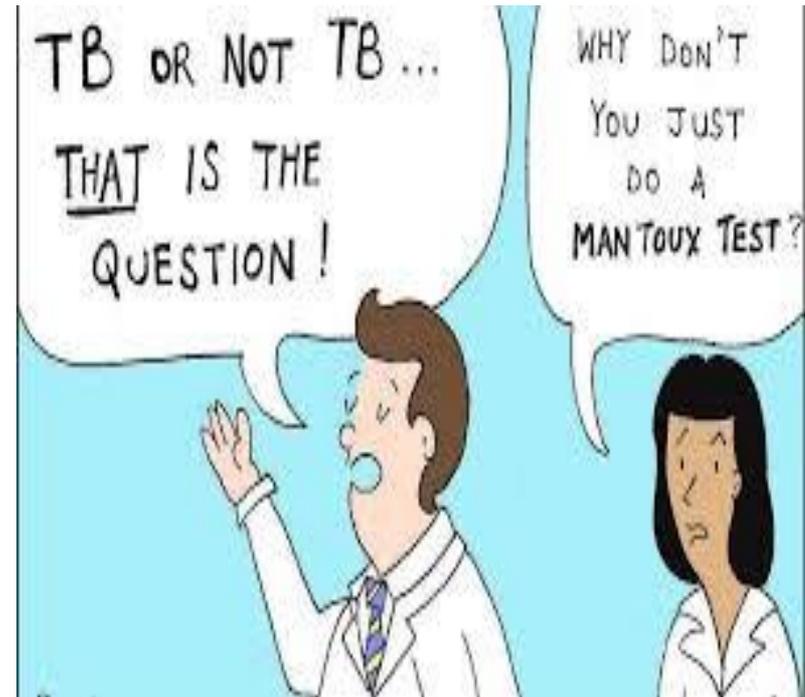
- For applicants interested in volunteering with the Department, complete the 4 page Volunteer Application at:  
[http://www.sbcounty.gov/dbh/Announcements/2015/Volunteer\\_Application\\_021015.pdf](http://www.sbcounty.gov/dbh/Announcements/2015/Volunteer_Application_021015.pdf)
- This application allows us to evaluate skills, hobbies and talents of the applicant and their interests to determine placement.
- Once the application is submitted an informal phone interview is done.



- Payroll Department will schedule the applicant for fingerprinting.
- Fingerprints are conducted at the Sheriff's Station on 3<sup>rd</sup>. Street in San Bernardino. Address & Map provided by Payroll Department.
- It can take 1 week to 2 months (if delayed) for results from Department of Justice.



- Once an applicant has successfully passed live scan, the next step is for the applicant to take a TB Test. A physical may also be required depending on volunteer type.
- TB Screenings and physicals are conducted by Arrowhead Regional Medical Center in Colton.
- It is required that volunteers have a TB Test done. If you have had one done in the last 12 months, contact us to see if it will meet the requirement.



- Once the applicant has completed Live Scan, TB Test, the next step is Volunteer Orientation.
- Volunteer Orientation is held twice on the 2<sup>nd</sup> and 4<sup>th</sup> Thursday of the month.
- The purpose of Volunteer Orientation is help get volunteers accustomed to the Department.
- In Volunteer Orientation we go over County Policies, Dress Code, Core Roles, HIPAA, and how to conduct yourself while on assignment.



- Applicant will take a picture at orientation for ID Badge.
- Volunteer Coordinator will submit picture to Payroll Department.
- Payroll Department will issue the badge and send to Volunteer Coordinator.
- Volunteer Coordinator will forward to the Volunteer



## **FAQ'S – GENERAL (Volunteers)**

### ***Who can Volunteer in your program?***

- Anyone 16 years and older
- Anyone that wants to make a difference and has a positive attitude
- Anyone with current or past experience dealing with mental health issues and wants to help others. It can be your own experience or that of a family member or friend.
- Anyone that wants to have or explore career options in Behavioral Health

### ***What if I'm a High School Student?***

- High School Student Volunteers - volunteer after school and during the summer. They get exposed to different career option within the Behavioral Health field. Students have to be part of specific program (e.g. Health Academies) and be recommended by their teacher.

### ***What if I'm a Vocational Student / College Student?***

- College Student Volunteers - volunteer at our clinics, medical records office and business office performing a wide range of tasks such as coding, billing and front office duties.

### ***How do I become a Volunteer?***

- Volunteer Application available online at:  
[http://www.sbcounty.gov/dbh/Announcements/2015/Volunteer\\_Application\\_021015.pdf](http://www.sbcounty.gov/dbh/Announcements/2015/Volunteer_Application_021015.pdf)
- Background check
- Live Scan – Fingerprints (this process is done at the Sheriff's Station in San Bernardino).
- TB Test – (this process takes place at the Employee Wellness Center at Arrowhead Regional Medical Center in Colton).
- Volunteer Orientation along with orientation forms
- Online HIPAA Training through Relias Learning
- Volunteer Tracking System Overview to log volunteer hours
- Picture for Volunteer Badge

### ***How long does it take to go through the application screening process?***

- The application screening process can take up to 6 to 8 weeks

### ***How long can I Volunteer?***

- A minimum of 120 hours are required. There is no set length of time to volunteer. We will work around your schedule if necessary.
- Volunteer opportunities are available throughout the year.



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