

Volunteer Clinic Scheduling

Near USF, there are several clinics that use volunteers to staff shifts. This provides valuable experience for local doctors, nurses, students, and staff and lets them give back to the community.

USF has plenty of volunteers, but occasionally has had difficulty getting shifts staffed during the right times. Clinic directors have posted times when they will need volunteers at various places around campus. However, volunteers don't always coordinate, so some shifts may have multiple people show up or no one available. Also, sometimes volunteers show up without the right expertise. USF would like to create a new application to manage volunteer requests and create an effective schedule for the clinics.

Alex the Administrator

Alex is the system administrator at USF. He provides support when a process breaks and can manage the user base as directed by members of the IT department, but he does not interact with Volunteer Scheduling processes unless there is a problem. He is very busy as he manages more than just this Application.

- Alex fixes problems that occur within processes and answers questions and troubleshoots when other users think something has gone wrong.

Carla the Clinic Director

Carla is the director of a local clinic. She manages a lot of things at the clinic, but she also determines if any shifts are available for volunteers. Since the clinic deals with a lot of critical clients, Carla needs to make sure that her volunteers have the right experience.

- Carla posts requests for volunteer shifts. Her requests include information about the hours required and expected experience for each shift.
- She also likes to view a history of volunteers at the clinic so she can report on the success of the volunteer program.

Sebastian the Scheduler

Sebastian manages all of the volunteer requests within the application. He is able to see a list of all of the volunteers available and their experience, and he does his best to match them with the best shifts at the clinic.

- Sebastian receives requests from clinic directors and assigns volunteers who are available.
- He often has to view requests at off hours since clinics can make last minute requests or have volunteers cancel.

Damien the Doctor and Nancy the Nurse

Damien and Nancy are volunteers who like to work at local clinics. They appreciate the opportunity to give back to the community and want to volunteer when they are available. However, they also are frequently busy and only have a limited amount of time to volunteer.

- They can update their profile to provide information about their skills and days or times available.
- If a scheduler reaches out to them about an available volunteer shift, they must confirm whether they are available or not.
- In rare cases, they may need to reschedule and find another volunteer to take their shift.