

**Position Title:**

**Clinical Director for Street Health Outreach and Wellness/Primary Care Safety Net Clinic(s)**



**General Description**

NYC Health + Hospitals Street Health Outreach and Wellness (SHOW) program utilizes mobile units to provide health screenings, vaccinations, wound care, basic material necessities such as socks and bottled water, behavioral health and social service referral supports, and harm reduction services to New Yorkers who are unsheltered. A further goal of the program is to connect patients to NYC Health + Hospitals facility-based clinics, where they can receive ongoing medical care and support services. Among those are the Primary Care Safety Net Clinics, which specialize in caring for patients with experiences of homelessness and provide comprehensive medical care, social support, addiction treatment, and care coordination for those dealing with multiple health issues and homelessness.

**Purpose of the Position**

We are seeking energetic and collaborative clinicians who are passionate about delivering comprehensive primary care to patients with complex social, medical, and behavioral health needs, in particular to those with experiences of homelessness. In this position you will join a multidisciplinary and dynamic team who is committed to delivering patient-centered care and improving care models to better address the needs of patients with complex needs. As part of this position the time allocated for direct patient care will be shared between Street Health Outreach and Wellness (SHOW), and the Primary Care Safety Net (PCSN) practice, a facility-based outpatient comprehensive care program for people experiencing homelessness.

The director's overall responsibility is to provide leadership and direction for this model of care delivery while providing direct oversight to the medical staff. Under the direction of facility leadership and in tight collaboration with the Care Models Team in the Office of Ambulatory Care & Population Health, the director plans, organizes and directs the operation and is responsible for the administration and coordination of the service to the highest medical standards.

**Summary of Duties and Responsibilities**

- + This position will be partially based at facility-based Primary Care Safety Net Clinic and partially based out of mobile clinics as part of the Street Health Outreach and Wellness program.

Specific responsibilities include, but are not limited to:

- + Direct, monitor, and evaluate clinical aspects of the PCSN and SHOW programs
- + Plan and direct quality assurance and improvement processes along with other departmental directed activities.
- + While staffing the mobile clinic, canvas surrounding neighborhood to engage with patients experiencing homelessness. Offer limited medical services while encouraging patients to visit van or clinic for further evaluation and services.
- + Continuously evaluate SHOW and PCSN processes and propose revisions of clinical services, policies, and protocols to Central Office team to assure the highest medical standards.

- + Manage assigned staff, including completion of provider evaluations
- + Interact with housing navigation program
- + Work with a multidisciplinary team to deliver care for patients with experiences of homelessness and who often have co-occurring mental health conditions
- + Use the principles of harm reduction and a patient-centered approach to deliver care
- + Exhibit sensitivity to the needs of a culturally and linguistically diverse patient population
- + Plan and lead monthly care coordination and staff meetings for PCSN and SHOW teams.
- + Participate in regular meetings with Central Office Care Models Team; peer PCSN/SHOW Clinical Directors at other facilities; and external partners including city agencies and community-based organizations
- + Participate in business planning process in collaboration with Care Models Team to secure future resources for the practice
- + Pursue continuing medical education opportunities related to the needs of patients served through PCSN and SHOW
- + Disseminate best practices to immediate teams in the care of people experiencing homelessness, through both internal and external channels

### **Qualifications**

- + Board Certified or Board Eligible provider (physician or nurse practitioner), licensed to practice medicine in New York State, with training in family medicine or internal medicine.
- + Able to work independently without in-person supervision
- + For NPs, a minimum of 3 years of experience is required
- + Prior experience caring for patients with experiences of homelessness, mental illness or justice-involvement is strongly preferred. If there is no prior substantial experience, the candidate must possess a strong desire to learn and care for this population.
- + Has an X-waiver for prescribing buprenorphine or willingness to obtain one
- + Bilingual in English and Spanish (or another language) preferred
- + Exhibits sensitivity the needs of a culturally and linguistically diverse patient population
- + Excellent written and verbal communication skills
- + Acts as consultant for professional and technical staff