

Position Title:

Patient Care Associate 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 an energetic and collaborative Patient Care Associate who is passionate about delivering comprehensive primary care to patients with complex social, medical, and behavioral health needs, in particular to those with experiences of homelessness. This is a multidisciplinary and dynamic team that 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 may be shared between the street medicine program, 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.

Summary of Duties and Responsibilities

- + This position may 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.
- + 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.
- + Performs or assists with all the activities within the scope of Patient Care Associate, Nurse Aide and/or medical ambulatory care technician certification/title, including but not limited to performing phlebotomy; checking vital signs; performing vision and hearing testing; performing simple first aid; preparing patients for examination; and others as within title.
- + Documents all observations, evaluations and interventions in the indicated forms or electronic medical records system.
- + Use the principles of harm reduction and a patient-centered approach to deliver care.
- + Exhibits sensitivity to the needs of a culturally and linguistically diverse patient population.
- + Works in collaboration with other members of the team to deliver compassionate, patient-centered care.
- + Participates in monthly care coordination meetings, staff meetings, and trainings.

Qualifications

- + Certificate of nursing assistant or 1-2 years equivalent experience in ambulatory care setting.

- + Successful completion of a NYS Department of Health prescribed training program for phlebotomy and based training program in the performance of EKG and clerical functions.
- + Must perform 50 phlebotomy and 12 EKGs annually to maintain PCA title.
- + Current BLS certification.
- + A four-year high school diploma or educational equivalent.
- + Lived experience or prior work in healthcare settings caring for people with experiences of homelessness, mental illness (including substance use disorders) or justice involvement strongly preferred. If there is no prior substantial experience, candidate should possess a strong desire to learn and care for this population.
- + Excellent written and verbal communication skills.
- + Exhibits sensitivity to the needs of a culturally and linguistically diverse patient population.
- + Bilingual in English and Spanish (or another language) preferred.