

Position Title:

Peer Counselor 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

Each SHOW mobile clinic is outfitted to provide e-consultations with NYC H+H clinicians located at affiliated clinics. Each unit will also have a “roving team,” including a provider and a social worker, who will canvas the area surrounding the mobile unit to encourage individuals to visit the mobile clinic and/or provide services on-site to individuals who cannot come to the mobile unit.

Reporting directly to the supervising social worker, the SHOW peer counselor carries out protocols identified for the mental health and substance use treatment of adult designated patients. These protocols will include provisions for clinical management of cases, including assessment, diagnosis, treatment, and appropriate record-keeping as well as other services determined by the SHOW supervising social worker.

Summary of Duties and Responsibilities

- + Provides direct patient care on-site, including on nights and weekends, as agreed upon with the Clinical Supervisor or designee.
- + Documents and files findings, interventions, and plans in the patient Electronic Medical Record (EMR) and submits timely billing.
- + Comforts and reassures patients while providing information about recovery and acute distress
- + Provides orientation and support to patients and collaterals.
- + Helps patients to understand their role in their own recovery process and uses basic motivational interviewing techniques.
- + Uses personal experience as a recipient of behavioral health services (including co-occurring/substance use background) in role-modeling recovery and providing hope for other recipients.
- + Assists patients in seeking clarification about the treatment and recovery process.
- + Engages patients and helps motivate them to enter treatment and engage with care coordination.
- + Provides motivation to address ambivalence about change using basic motivational interviewing techniques.
- + Conducts overdose prevention trainings with patients and their families, including naloxone distribution.
- + Provides linkage to continuing care and community resources.
- + Assists with patient follow-up, outreach, and connection to services after discharge.
- + Conducts outreach and connection to services for a period after discharge.

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- + Assists with patient documentation, tracking, and follow up.
- + Works with the treatment team to facilitate engagement with clinic services.
- + Collaborates with staff in maintaining appropriate documentation.
- + Participates in supervision, department staff meetings, and other program review meetings.
- + Receives supervision and support from substance use disorder treatment program and administrative leadership. In addition, receives task supervision from team leads with whom they work on other services.
- + Other duties as assigned.

Qualifications

- + Certified Alcohol and Substance Abuse Counselor (CASAC).
- + A Master's Degree from an accredited college and one year of full-time experience performing rehabilitation counseling or casework in a substance use treatment program; OR
- + A Baccalaureate Degree from accredited college including or supplemented by 24-credits in Psychology, Sociology, Social Work, or a related behavioral science and one year of full-time paid experience performing rehabilitation counseling or casework in a substance use treatment program, OR
- + High School graduate or evidence of having pass an examination for a High School Equivalency diploma and three years of full-time paid experience as described above OR
- + A satisfactory equivalent of the above.
- + Prior experience providing substance use treatment.
- + Experience with substance use and mental health community outreach.
- + Strong verbal, interpersonal, and written communication skills.
- + Ability to work in fast-paced environments with competing priorities.
- + Ability to work well independently.