

Position Title:

Social Worker 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 social worker 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.
- + Establishes and maintains professional standards of performance concerning interview techniques, methods, and practices used in preparing clinical assessments, developing plans of care, and documenting case histories; engages in patient care as needed.
- + May provide direct supervision and guidance to peer staff and review staff work.
- + Guides SHOW behavioral health staff in exercising appropriate patient engagement and outreach techniques, methods, and practices; engages in patient care as needed.
- + Participates in developing internal administrative controls within the SHOW program to ensure compliance with federal and state laws, rules, and NYC Health + Hospitals regulations.
- + Prepares reports and makes recommendations regarding policies or procedures to facilitate improved services, increased patient satisfaction, and better patient outcomes.
- + Participates in the development and integration of community social services.
- + Prepares summary reports comparing actual productivity to stated goals/objectives.
- + Develops aftercare plans and provides follow-up communication including: referral(s) to treatment, financial counseling, housing services, professional resources, and other community resources.

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- + Provides opioid overdose education, including Narcan kits and fentanyl test strips.
- + May educate other professional disciplines by developing training curricula and presenting on counseling concepts.
- + Participates as part of the SHOW multidisciplinary team in formulating overall care plans.
- + Assumes other responsibilities and duties, including providing clinical coverage in different service settings assigned by the SHOW Supervisor or designee.

Qualifications

- + A valid license as an LMSW issued by the NYSED.
- + 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.
- + Has extensive knowledge of mental health and substance use assessment, treatment, and psychoeducation and provides interventions for individuals experiencing a mental health and substance use issue. Has experience providing crisis mental health treatment to unhoused populations, particularly in a community setting.
- + Prior experience providing substance use treatment preferred.
- + Strong verbal, interpersonal, and written communication skills.
- + Ability to work in fast-paced environments with competing priorities.
- + Ability to work well independently.