

STREET LEVEL HEALTH PROJECT

Title: Health Access Program Director

Hours: 40 hours per week - Exempt Position



Organization:

Street Level Health Project is an Oakland-based non-profit organization dedicated to improving the health and well-being of underserved, urban, immigrant communities in the Bay Area. We prioritize a holistic health framework that provides direct services to empower low-wage workers to access and advocate for resources that strengthen communities.

Health Access Program

The Health Access Program provides twice weekly drop-in clinic with concurrent medical, mental health, herbal/nutrition services, patient advocacy, health enrollment, and prevention services for uninsured and underinsured immigrants in Alameda County. Our work is a collaborative effort of a broad team of dedicated individuals including a medical director, community health workers, mental health consultant, a nutritionist/herbalist, interpreters, volunteer medical providers, precepting students and external partners.

Health Access Program Director:

The Health Access Program Director will facilitate the day to day operations of a twice weekly clinic; support a broad range of providers, consultants, staff members and volunteers to implement an integrative health model.

Clinic Hours: Mondays 10:30am to ~4:00pm and Wednesdays 12:30pm to ~5:00pm

Drop In - Prevention Services: M, W, F 9:00-4:00pm

Clinic Coordination (Monday and Wednesday)

- Supervise clinic flow including monitoring sign in list; coordinating provider visits
- Manage volunteer community health workers and delegate tasks to ensure role clarity and coverage.
- Administer intakes and vital signs as needed depending on volunteer coverage.
- Personally review each patient chart and oversee patient discharge process.
- Support clinic team (inc. community health workers, interpreters, SLHP consultants, volunteer medical providers) to ensure an integrative practice and continuity of care.
- Coordinate consultant schedules based on program needs.
- Collaborate with Nutrition and Mental Health consultants to ensure practices are congruent with SLHP policies (data entry, patient files, reporting, confidentiality, etc.)
- Maintain a clean and organized clinic space, restock supplies as needed to ensure clinic rooms always contain all required supplies.
- Coordinate with SLHP's prevention staff to increase linkage to internal and external referrals
- Conduct 1:1 health education and help clients identify tools to navigate healthcare/system barriers.
- Ensure all patient data is entered into Salesforce and that client information is maintained HIPPA compliant.
- Independently implement clinical protocols and procedures as directed by SLHP's Medical Director.
- Provide conflict resolution as needed to staff, community health workers, providers, and volunteers.

Program Administration (Tuesday, Thursday, Friday)

- Collaborate with Medical Director to recruit and calendar volunteer medical providers to ensure coverage of 8 clinic sessions per month.
- Supervise Prevention Services Manager and Community Health Worker to ensure Health Access Program outcomes are met.
- Train and coordinate monthly schedules for 25 volunteer community health workers annually.
- Manage HAP budget, order medication, travel vouchers, equipment, office and lab supplies as needed.
- Cultivate external partnerships with Federally Qualified Health Centers, community organizations, local hospitals, and school-based health centers, to expand our healthcare referral network.
- Oversee data entry and reporting for both clinic and prevention activities in Salesforce.
- Coordinate and help facilitate monthly Health Access Program meeting
- Recruit and refer patients for specific health education opportunities and programs.

- Produce monthly and quarterly reports to Medical and Executive Directors to ensure outcomes are met.
- Support Executive Director with advocacy efforts at local and state levels as needed.
- Recruit short and long term volunteers, including managing web-based inquiries, hosting quarterly information sessions, interviewing candidates and finalizing placements for the Health Access Program.
- Record hours, manage schedule changes, coordinate evaluations as needed for 25 volunteers
- Maintain updated volunteer program files, training materials and orientation procedures.

Organizational Support

- Lead weekly HAP department meetings with prevention staff.
- Support other SLHP staff/ programs as needed with both direct services and feedback/problem-solving
- Help with organizational events as needed (e.g. community events, volunteer recruitment fairs, etc)
- Participate in organizational visioning, planning, decision-making (e.g. strategic planning process)

Required Skills and Qualifications:

- Bilingual in Spanish and English, with strong oral and written communication skills.
- Minimum 5 years of experience managing a clinical or health work setting providing care for low-income undocumented immigrants, trauma impacted, limited literacy, substance addicted communities.
- Excellent communication, mediation and group discussion skills.
- Flexibility, adaptability and creative problem-solving approach.
- Strong desire and ability to work collaboratively.
- High level of self-direction, with an ability to multitask and prioritize demands effectively and quickly.
- Experience with Salesforce database management, data analysis and reporting.
- Proficiency with Microsoft Office and Google Suite.
- Knowledge of Alameda County resources, community organizations, and health systems
- Prior training in health education, integrative health, nutrition, mental health, or program administration.
- Interest in policy work that advances the rights of immigrants.

Skills and Experience Preferred:

- Mam speakers and POC highly encouraged to apply.
- Expertise in Microsoft Excel, SPSS, EMR systems highly desired.
- Experience in non-traditional and open community center work settings.
- Background in Medi-Cal Enrollment and Billing
- Advanced degree in public health, social welfare, etc.

Salary and Benefits:

Compensation for this position is based on experience and includes a full benefit package (medical, dental, vision, accrual of vacation and sick leave). Additionally, after completing the first year of hire, the employee is eligible for 10 days paid leave during our annual holiday closure. The Health Access Program Director position is part of Street Level Health's administrative team and reports directly to the Medical Director and Executive Director.

Street Level Health Project (SLHP) is an equal opportunity and affirmative action employer, and does not discriminate on the basis of race, color, religion, sex, sexual orientation, ancestry, national origin, marital status, age, disability, gender, identity, HIV status and any other characteristic protected by local, state, or federal law, in any of its relationships with employees or employment applicants.

How to Apply: Please submit cover letter detailing related experience and resume to: Jae Maldonado, Executive Director, jae@streetlevelhealthproject.org no later than **July 20, 2017**.