



WHITTIER STREET HEALTH CENTER

Comprehensive. Compassionate. Community.

EMPLOYMENT OPPORTUNITIES

May 18, 2012

SWITCH BOARD OPERATOR/RECEPTIONIST

Position Description

SUMMARY OF POSITION:

The Switchboard Operator/Receptionist reports directly to the Director of Clinical Operations. The Switchboard Operator/Receptionist is responsible for answering the main switchboard and directs appropriate phone calls efficiently and professionally. This position is responsible for performing clerical work such as, filing, copying, faxing, receiving, sorting and distributing incoming mail.

TYPICAL PHYSICAL DEMANDS/WORKING CONDITIONS:

Requires prolonged sitting, some bending, stooping, and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing and eyesight to record, prepare, and communicate appropriate forms and reports.

ORGANIZATIONAL COMMITMENTS:

As an organization we are committed to providing care as Patient Centered Medical Home. All employees are required to be aware of the organization's practice of the NCQA Patient Centered Medical Home and the National Health Disparities' Improvement Models.

ESSENTIAL FUNCTIONS:

- Operates health center's main switchboard or telephone console to route incoming calls and place outgoing calls
- Obtains detailed and accurate messages when necessary and disseminates as appropriate.
- Disseminates center-wide faxes
- Receives, sorts and distributes incoming mail
- Sends out weekly/annual reminders for appointments or call patients as directed.
- Implements message paging as directed
- Assists at Registration Desk as directed
- Photocopies and faxes materials
- Accesses computer and inputs data
- Monitors supplies and notifies supervisor when needed
- Attends staff meetings and trainings as required

- Maintains a clean and organized work area.
- Performs other duties as requested

Required Experience/Abilities/Competencies:

- One-year prior experience in a health care environment
- Experience operating a multi-line telephone system
- Experience in operating fax and photocopy machine.
- Experience utilizing Microsoft Office and other computer software
- Ability to follow instructions and pre-established guidelines
- Ability to maintain strict confidentiality regarding patient's medical information
- Ability to sort and file materials correctly by alphabetic or numeric systems
- Ability to read, understand and follow oral and written instruction
- Ability to establish and maintain effective working relationship with staff
- Ability to speak clearly and concisely
- Advanced customer service skills
- Advanced phone and communication skills

Licensure/Education/Training:

- High School Diploma or higher

<p style="text-align: center;">FAMILY MEDICINE PHYSICIAN (FT) Position Description</p>
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SUMMARY OF POSITION:

The Family Medicine Physician reports directly to the Associate Medical Director. Under general supervision of the Associate Medical Director, this position renders diagnostic and therapeutic care to patients at the Health Center, affiliated hospitals and other health care facilities. Medical services provided may focus on primary care, family practice, internal medicine, OB/GYN, and/or other medical surgical specialties. This position is 80% clinical and 20% administrative time.

ESSENTIAL FUNCTIONS:

- Provides comprehensive and continuing care to patients requiring routine and emergency and treatment through the diagnosis of disease processes and through the provision of medical treatment of patients at clinics, hospitals, nursing and private homes, and shelters.
- Refers patients to other providers as appropriate
- Provides services in support of health promotion and preventive medicine
- Supervises other health care professionals such as nurse practitioners, physician's assistants, staff registered nurses, and allied health care staff to ensure the proper delivery of medical care to patients
- Maintains appropriate medical records on assigned patients
- Participates in patient care audits for quality assurance and utilization review to maintain and improve patient care standard of excellence
- Maintains medical professional standards and knowledge by regularly attending medical conferences, seminars, continuing education programs, and by teaching medical residents, medical students, and /or practitioners or students in other health care professions
- May serve on-call as assigned
- Performs other duties as requested

Required Experience/Abilities/Competencies:

- Ability to observe, assess and record symptoms, reactions, and progress
- Knowledge of legal and ethical standards for the delivery of medical care
- Knowledge of relevant drugs and non-pharmaceutical patient care aids and ability to prescribe dosages and instruct patients in correct usage
- Ability to maintain quality, safety, and/or infection control standards
- Ability to develop and present educational programs and/or workshops
- Knowledge of related accreditation and certification requirements
- Knowledge of community medical diagnostic and patient care services in area of medical expertise.
- Knowledge of current principles, methods, and procedures for the delivery of medical evaluation, diagnosis and treatment in area of expertise
- Effective verbal and written communication skills
- Ability to supervise, advise and train clinical professionals and/or students in area of expertise.
- Ability to work both independently and in a team environment

Licensure/Education/Training

- Medical degree with appropriate residency training. Board certification or eligibility with expected certification required.
- Current License as a Physician in the State of Massachusetts.

<p style="text-align: center;">PEDIATRICS CASE MANAGER POSITION DESCRIPTION</p>

SUMMARY OF POSITION

The Pediatrics Case Manager reports directly to the Pediatric Clinical Manager and supports the Pediatrics department. The Pediatrics Case Manager provides case management and child advocacy for primary care pediatric patients. The case manager supports all of the patients in the Pediatrics Department. This position specifically targets patients with 1) asthma; 2) obesity; 3) developmental and behavioral concerns; and 4) high-risk patients, including those who are behind on routine care. The Pediatric Case Manager is also an integral part of the Centering Parenting™ program at the clinic.

ESSENTIAL FUNCTIONS:

- Participates in recruitment and retention for specialized clinics including Healthy Weight Clinic, Asthma Clinic, and Centering Parenting™.
- Provides health education for patients with obesity, asthma, developmental delays, and behavioral concerns.
- Ensures that high risk patients, including those enrolled in the Intensive Family Therapy (IFT) program; and those with housing and food instability, irregular well care, developmental concerns, and DCF involvement, receive patient-centered medical care.
- Provides advocacy services for high-risk children/families when required.
- Ensures that participants in special programs including the Centering Parenting™, Healthy Weight Clinic, Race Around Roxbury, Asthma Clinic, and Intensive Family Team receive timely assessments for outcome measures.
- Reports on outcomes for special programs including Centering Parenting™, Asthma Clinic, Healthy Weight Clinic, Race Around Roxbury, Rainbow Programs and IFT, including grant reporting as needed.
- Assists with additional data collection for families enrolled in special programs.
- Provides oversight and support for Race Around Roxbury, including recruitment, retention, curriculum development, and reporting.
- Participates in the Helmet and Car Seat Program, Safe Kids Boston, Cradles to Crayons.
- Checks 0-3yo data to assure that all children are up to date on services.
- Participates in required meetings, including weekly Pediatric Meetings and monthly Comprehensive Care Team meetings with Behavioral Health.
- Participates in relevant onsite and outside trainings and meetings relevant to the pediatric case management families.
- Performs other duties as requested

Required Experience/Abilities/Competencies:

- Experience in public health or health sciences.
- One year case management experience.
- Demonstrates consumer-friendly approach to treatment, as measured by respectful interactions with patients and their families.

- Places high value on patient centered medical home, as measured by willingness to meet regularly, work collaboratively, and demonstrate flexibility in consulting with medical providers.
- Demonstrates a thorough knowledge of developmental milestones/ issues and necessary cultural competencies for treating children, adolescents, and families.
- Demonstrates understanding of the importance of the larger WSHC treatment team.
- Demonstrates strong language and data analysis.
- Proficient in Microsoft Office Suite.

Licensure/Education/Training:

Bachelor’s Degree from an accredited college or university with demonstrated class work and training in the areas of childhood development and/or education.

<p>STAFF OPTOMETRIST (16 to 24 hours) Position Description</p>

SUMMARY OF POSITION:

The Staff Optometrist reports directly to the Director of Eye Care Services. The Staff Optometrist provides high quality care, comprehensive eye and vision care services to patients. The Staff Optometrist makes referrals to ophthalmology and other specialty service consultations when necessary and is expected to maintain current optometric knowledge and skills.

ESSENTIAL FUNCTIONS:

- Provides comprehensive eye care to patients as indicated. This may include assessment and management of acute and chronic diseases and treatment of injuries.
- Performs complete annual eye exams and record findings using logician and paper charts when necessary for visual fields.
- Interprets and integrates data to determine appropriate diagnostic and therapeutic procedures as needed.
- Works collaboratively with the optician to suggest special lenses, frames type when needed, and special coatings.
- Analyzes and evaluates the functioning of the staff as it relates to aspects of clinical practice and care. Make any suggestions and discuss functional problems to the Eye Care Director.
- Participates in multi-disciplinary projects on patient care and quality improvements when requested by Eye Care Director.
- Maintains familiarity with medical/moral and medical/legal issues related to the eye care practice. Serves as a resource to the medical staff in related matters.
- Represents Whittier Street Health Center in its relationship with outside organizations in matters relating to the eye care practice and patient care.
- Participates in professional development activities and maintain professional licenses and affiliations.
- Performs other duties as requested.

Required Experience/Abilities/Competencies:

- Strong knowledge of eye care practice and standards of care to assess, plan, implement, and evaluate patient care.
- Knowledge of the community we serve and the ability to garner support from those leaders within the community to enable the organization to meet its goals and objectives.
- Ability to work with other physicians, providers and other healthcare professionals in a collaborative manner to meet the organizational goals and objectives.
- Knowledge of computer systems and applications.
- Skill in effective problem solving.
- Strong communication skills.
- Knowledge of community oriented primary care principles.

Licensure/Education/Training:

- Current License as a therapeutically certified Doctor of Optometry in the State of Massachusetts.
- Residency training or three years of experience as a practicing optometrist in a community setting.

<p style="text-align: center;">Optician/Optical Technician Position Description</p>

SUMMARY OF POSITION:

The Optician/ Optical Technician reports directly to the Director of Eye Care Services. The Optician/Optical Technician performs the organization, fabrication and retail sales of optical products, such as spectacles, contact lenses and specialty lenses. This position requires the maintenance of the optical laboratory, inventory, occasional aid in non-invasive clinical procedures such as visual field testing, and administrative duties.

ESSENTIAL FUNCTIONS:

- Greets patients as they walk onto the sales floor
- Assists in frame selection, measurements, and knowledge of lens varieties
- Completes ordering forms for spectacles, contact lenses and special Mass Health forms
- Orders contact lenses, spectacles, uncut lenses
- Edges appropriate lenses, tinting and coatings
- Maintains a clean work environment: optical lab and optical sales area
- Repairs and maintains spectacles
- Assists receptionist for relief
- Calls patients for reminders for order pickup: glasses, contact lenses
- Organizes, maintains and takes inventory of spectacles, contact lenses
- Teaches new contact lenses wearer on insertion and removal of contact lenses
- Assists in non invasive clinical procedures: visual fields, visual acuity, color vision testing
- Maintains optical lab equipment
- Performs other duties as requested

Required Experience/Abilities/Competencies:

- Minimum six months working experience in an optical setting: sales and lens fabrication
- Ability to conduct the sale transaction, file receipts and paper organization
- Ability to use Logician (Electronic medical records): Retrieve patient prescription, preloading and DNKA letters
- Knowledge of Microsoft Office Suite and date entry
- Strong communication skills

Licensure/Education/Training:

- Associates Degree or higher from an accredited college or university
- Training and maintenance for Briot Lens Edger required

Supervisor of Arts Therapy (40 Hours) - Full Time

The Supervisor of Arts Therapy reports directly to the Director of Behavioral Health. This position provides the leadership and coordination for all creative arts therapy programs and services for Whittier Street Health Center. The Supervisor of Arts Therapy serves as a key member of the primary care team(s) and coordinates all aspects of arts therapy services. The Supervisor promotes creative arts therapy services for intergenerational patients, disabled patients, mental health patients and other primary care patients. The Supervisor manages all cost reimbursed contracts and all off site programs and services. This position works closely with the Primary Care Team to provide clinical oversight and leadership, to promote flexible direct care support; to continually assess agency community needs, to train and supervise staff and to ensure that appropriate service models and modalities are developed. This position implements the Center's strategic plans for arts therapy, obtains grant funding and implements program development. This position is responsible for a minimum of 20 hours a week of billable clinical time.

ESSENTIAL FUNCTIONS:

- Supervises mentors and coaches Art Therapy program staff, which includes, regular and fee for service employees.
- Communicates clinical standards/practices and facilitates/monitors their implementation by all staff members to ensure optimum performance of all program functions.
- Oversees all aspects of arts therapy client care from outreach /intake through discharge. Also provides clinical support to the Director of Behavioral Health Services. This includes, but not limited to:
 - Establishing and maintaining daily *Open Access Times* as needed for the arts therapy program and as agreed upon with the Behavioral Health Department.
 - Assigning cases to art therapy clinicians based on availability, experience, client preference and need;
 - Ensuring that all cases seen comply with stated practice standards, funder requirements, state and federal laws, Joint Commission Standards and agency/department policies and procedures.

- In conjunction with Behavioral Health Peer/UR, ensures the timely completion of outcome based treatment plans and subsequent treatment plan reviews;
- Works closely with clinical staff and front end/billing staff to ensure that all clients seen have proper approvals in place prior to treatment sessions and the proper submission of all encounter documents
- Produces a minimum of 20 billable hours of service a week on average.
- Develops, implements and monitors annual budgets for each program or service in the Arts Therapy Department.
- Provides visionary leadership to move arts therapy outpatient services toward integration into Primary Care Services for targeted population;
- Serves as the “team leader” for Arts Therapy and in collaboration with the Primary Care Team, generates and promotes an integrated service system that supports quality client care and increases client volume.
- Participates in and coordinates the Peer/UR function as required by licensing and regulations;
- Participates in community and trade organizations and represents WSHC in selected community functions.
- Develops annual program outcomes that reflect a need and process to move to a unified system of care for the dually diagnosed

Licensure/Education/Training

- Licensed clinician in the state of Massachusetts: LICSW or LMHC
- A CADAC required or secured 12-18 months of employment,
- Creative Art Therapist or Music Therapist
- Masters Degree from an accredited college or university

SENIOR DIRECTOR OF SOCIAL SERVICES PROGRAMS AND BUSINESS DEVELOPMENT (FT)

SUMMARY OF POSITION:

The Senior Director of Social Services Programs and Business Development is responsible for the strategic direction and operation of all public health programs and services, identifying new funding opportunities to expand social services offerings, ensure the sustainability of current social services and manage the health equity programs. Exercises senior management responsibility over administrative and operating functions of all social services programs. The Senior Director of Social Services Programs and Business Development reports to the President & Chief Executive Officer and works collaboratively with the Associate Medical Director and other senior managers. The Director will lead all program management, marketing, program development, manage the development and operational planning of new projects, and promote new and existing programs. The Director will have oversight of all communications efforts, health education, patient outreach, community relations and program development and business development for all Mission Based Services.

As an organization we are committed to providing care as Patient Centered Medical Home. All employees are required to be aware of the organization’s practice of the NCQA Patient Centered Medical Home and the National Health Disparities’ Improvement Models.

ESSENTIAL FUNCTIONS:

- Identify, model and propose new business opportunities, and develop and monitor sustainability plans for existing programs.
- Manage the development and operational planning of new public health initiatives including proposals, business plans, implementation work plans, financial analysts and regulatory issues.
- Serve as the senior manager to the Community Relations, Support Services, HIV, WIC, Wellness Initiatives, Youth Development, Veteran's program, Public Health Initiatives and programs designated as Mission Based Services.
- Oversee and manage the development of health education, patient outreach, and health promotion efforts including public housing, youth services, men's health, mission based services staff and budget.
- Build an integrated, highly directed team, developing staff and internal capacity to support the Whittier's mission based strategic goals.
- Collaborate with the Director of Institutional Advancement and Marketing Committees (Internal and External) on the development of all marketing materials (WEBSITE, annual reports, advertisement, flyers, etc) to position Whittier for success and heighten its visibility among Whittier's constituents (funders, strategic partners, current and potential patients and donors, healthcare and human services community, public at large)
- Expand community relations by establishing strategic relationships with individuals and organizations interested in collaborating with and/or supporting Whittier.
- Work with the Director of Community Relations and the Lower Roxbury Coalition to create, implement and support outreach activities designed to increase number of users of Whittier's services.
- Represent and promote Whittier in community and professional forums.
- Manage work plans outlined in the Center's five-year strategic plan for the Mission Based programs.
- Establish and implement short and long range organizational goals, objectives, policies and operating procedures; monitor and evaluate operational effectiveness; effects changes required for improvement.
- Collaborate with the Director of Institutional Advancement on the development of the HRSA 330 (public housing and health center funding) annual submission and competitive grant renewal. Collaborate with the Associate Medical Director on programmatic plans and the CFO on the financial plans.
- Manage work plans outlined in the Center annual performance improvement goals and the HRSA 330 business plan related to health center patient growth and Mission Based Services.
- Design, establish and maintain an organizational structure and staffing to effectively accomplish the organization's mission, vision, strategic plans and operations improvement plans.
- Develop and manages annual programmatic budgets for the organization and performs periodic cost and productivity analysts.
- Provide senior management leadership to the Center's Diversity Council.
- Develop and foster effective collaboration between clinical and enabling departments, medical staff leadership, and other affiliated services (inside and outside the health center) to ensure an integrated approach to providing services and fulfilling the Center's clinical, research academic and community impact goals.
- Serve on the Administrator on Duty schedule (AOD)
- Performs miscellaneous job-related duties as assigned by the President & CEO.

Required Experience/Abilities/Competencies:

- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Knowledge of continuous quality improvement management principles and practices.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Knowledge of accreditation and certification requirements and standards.
- Knowledge of integrated business management principles and practices as related to health centers.
- Ability to supervise and train employees, to include organizing, prioritizing and scheduling work assignments.
- Ability to communicate effectively, both orally and in writing.
- Skill in budget preparation and fiscal management.
- Knowledge of customer service standards and procedures.
- Ability to develop and deliver presentations.
- Ability to foster a cooperative work environment.
- Ability to use independent judgment and to manage and impart information to a range of clientele.
- Employee development and performance management skills.
- Knowledge of cost control principles and practices.
- Knowledge of applicable legislation, standards, policies and procedures within specialty areas.
- Basic knowledge of OSHA laws.
- Basic knowledge of Emergency Preparedness Program and procedures.

Education/Training:

- Master’s Degree in Public Health, Public Administration or Business Administration with 7 to 10 years’ experience directly related to the duties and responsibilities specified in the health care and/or human services industry.

<p style="text-align: center;">Social Health Coordinator (SHC) – Mission Main Housing (FT) Safety Net Programs Position Description</p>
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SUMMARY OF POSITION:

Social Health Coordinator (SHC) reports directly to the Director of Wellness Initiatives. This position is an integral part of a team that implements the Building a Vibrant Community program goals and objectives. The Social Health Coordinator (SHC) must be a BHA resident living in the development with which he or she will be working and is responsible for coordinating the Boston Housing Authority (BHA) residents’ programs and activities with a team comprised of an outreach nurse, sports coordinators, life coaches, and other service providers. The SHC will also be responsible for navigating and coordinating referrals for the BHA residents who are participating in the program to strengthen social networks and

improve the quality of life in public housing by connecting residents to needed services and organizing community activities that promote health and wellness

ESSENTIAL FUNCTION:

- The SHC will be trained by multiple Boston area service agencies to become a local referral expert on housing, nutrition, exercise/sporting events, education, employment, life coaches and youth services.
- Organize individual community events to introduce himself or herself and his or her roles within the community and recruit and enroll residents into the program using a variety of comprehensive outreach strategies including assessment, intake, referral, presentation, and workshops to conduct triage and link clients to services
- Enroll and maintain a caseload of 150 clients annually and keep a record of the program utilization in Boston Public Housing program, and what services are being accessed.
- Work closely with outreach nurse to organize neighborhood health screenings.
- Work closely with the sports coordinator to organize youth sporting events
- Work closely with the life coaches to organize sessions in the community
- Collaborate with other community workers and advocates to implement and ensure the success of the program.
- Represent Whittier at health events, community meetings, public housing meetings, workshops, health fairs, and others as assigned.
- Track and maintain inventory of all program materials and supplies.
- Meet or exceed performance goals and program targets as designated by performance review and program goals.
- Participate in professional development activities.
- Perform other duties as requested.

Required Experience/Abilities/Competencies:

- Demonstrate experience in outreach, human service, and community health.
- Knowledge of community and previous experience working in a community based agency with a diverse population.
- Demonstrate interest in community organizing leadership and self-motivation.
- Strong verbal and writing skills and the ability to accurately document activities.
- Strong computer, organizational, and interpersonal skills.
- Ability to communicate effectively in community and organizational arenas.
- Ability to work a flexible schedule (evening and weekend hours).
- Must be a resident of housing community in which he or she serves (Mission Main)

Licensure/Education/Training:

- HS/GED or higher.
- Demonstrated interest in community organization and leadership.
- Comfortable with MS Office and willingness to take excel spreadsheet course.
- Bilingual language a plus.
- Must be interested in social media.

To Apply:

**Fax or email cover letter with resume to Human Resources Department,
Whittier Street Health Center, 1290 Tremont Street, Roxbury MA. 02120
Fax: (617) 989-3125. Email hrdept@wshc.org**

**Please note, due to limited staff resources, we do not provide in person
employments applications or respond to inquiries in person or via
phone/email regarding
resume submissions.**

***Whittier Street Health Center is an EEO employer.**

**This health center is a Health Center Program grantee under 42 U.S.C. 254b,
and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).**