



# WHITTIER STREET HEALTH CENTER

Comprehensive. Compassionate. Community.

## EMPLOYMENT OPPORTUNITIES

June 23, 2010

### Medical Director (40 hours) fulltime

The Medical Director reports directly to the President and Chief Executive Officer. The Medical Director serves as the internal medical manager working collaboratively with senior management on matters concerning medical practice of all programs, services and professional relationships. The Medical Director directs the administrative functions of the medical staff including the planning, organizing, actuating, selecting, monitoring, evaluating and disciplining of the medical staff in a manner that assures the delivery of high quality, cost effective medical care to the populations we serve. This position is 60% clinical and 40% administrative.

#### Licensure/Education/Training:

- Medical degree with appropriate residency training. Board certification or eligibility with expected certification required. Graduate level courses in public health, health administration and business administration strongly preferred. .
- Current License as a Physician in the State of Massachusetts.
- At least seven years of experience as a practicing clinician. Extensive medical administration experience, preferably from holding senior positions of responsibility at the community health center or large group practice level.

### Music Therapist (40 hours) fulltime

The Music Therapist will join a team of Creative Arts Therapists, contributing towards the development and implementation of all creative arts therapy programs and services, serving as both a key member of the primary care team(s) and coordinating various aspects of music and related arts therapy services. The Music Therapist will deliver off-site programs and services as well as work with individual clients at the Arts Therapy Department at Whittier.

#### Licensure/Education/Training

- Must have a Music Therapy degree or equivalent; licensed clinician in State of MA with an LMHC, LICSW, etc.; if none exist, must secure a license within 12 months of employment.

- Must have a minimum of two years experience in treatment in mental health and/or developmental disabilities, preferably in a multicultural, urban environment
- Must have a minimum of two years experience in creative arts therapy.

**Physician (40 hours) fulltime**

The Primary Care Physician reports directly to the Practice Administrator. Under general supervision of the Practice Administrator, 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.

- 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
- Maintains appropriate medical records on assigned patients.

**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

**Domestic Violence Coordinator (40 hours) fulltime**

The Domestic Violence Coordinator is responsible for recognizing and intervening in families affected by domestic violence, taking referrals from internal and external providers for treatment of domestic violence, recruiting and training members of the Domestic Violence Response Team, and educating staff and general public on issues of domestic violence.

- Takes referrals, both scheduled and emergencies, for the treatment of domestic violence in any family.
- Coordinates the Domestic Violence Program, including recruitment and training of Domestic Violence Response Team members.

- Facilitates two ongoing groups, including one for women at risk for intimate partner violence and the other at women at risk for D.V. and substance abuse relapse
- Experience in domestic violence counseling and case management through the court system or other community-based programs.
- Demonstrates a thorough knowledge of effective domestic violence protocols and interventions, as measured by supervisory sessions and by two WSCH-wide yearly trainings

**Licensure/Education/Training:**

- Bachelor Degree from an accredited college or university

**Referral Assistant 40 hours (fulltime)**

The Referral Assistant reports directly to the Manager of Quality Improvement The Referral Assistant is responsible for processing patient referrals

- Processes referrals promptly and follows the procedures and processes dictated by insurer carriers
- Processes and enters authorizations
- Maintains up-to-date information on insurance carrier’s processes and procedures for referrals
- Documents all referral information in a referral log. Maintains log and files information promptly for future reference
- Documents discussions with patients and/or parents as required
- Obtains prior approval from insurance carriers for specific predefined tests or services
- Develops a positive, good working relationship with specialists and insurance carriers
- Communicates with parents and patients as needed to obtain information or relay referral information

**Licensure/Education/Training:**

- Associate Degree or higher

**Adult Psychiatrist (Contract)**

This psychiatrist is responsible for treating all adult clients in the Behavioral Health Department who need a medication evaluation and /or ongoing medication management. The Psychiatrist is part of the Behavioral Health Multidisciplinary Team and serves as the primary source for each client’s diagnosis.

- Provides comprehensive and continuing care to patients requiring routine and emergency psychiatric evaluation and ongoing medication management.
- Responsible for three follow up visits or one psychiatric evaluation per hour.
- Demonstrates consumer-friendly approach to treatment, as measured by respectful interactions with clients and their families, low no show rate, high client/parent satisfaction, and lack of client complaints regarding treatment.

**Licensure/Education/Training:**

- Licensed M.D. in the State of Massachusetts.
- Board Certified or minimum Board Eligible

<b>Child Psychiatrist (Contract)</b>
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The Child Psychiatrist reports directly to the Director of Behavioral Health. The Child Psychiatrist is responsible for treating all child and adolescent clients who need a medication evaluation and /or ongoing medication management. The Psychiatrist is part of the Behavioral Health Multidisciplinary Team and serves as the primary source for each child’s diagnosis.

- Utilizes flagging system of electronic medical record to alert other staff to issues with the patient or need for referral for pediatrics or other WSHC services.
- Completes all essential applications or rating scales for clients, with the support of the Case Manager.
- Returns all parent/school/ provider phone calls or delegates another staff member to return calls.
- Performs on call duties for 9:00-5:00 emergencies of patient caseload, if and when these emergencies cannot be addressed by the Behavioral Health Director or the Primary Care Physician

**Licensure/Education/Training**

- Licensed to practice medicine in the state of Massachusetts
- Medical Doctoral Degree from an accredited college or university
- Board certified or, at minimum, board eligible in Child Psychiatry

## **Director of Clinical Operations (40 hours) fulltime**

The Director of Clinical Operations reports directly to the Vice President of Programs and Services and the Medical Director. This position provides administrative oversight, coordinates overall administrative direction and coordination of day-to-day operations of all clinical departments and programs. Develops and maintains program and departmental policies and procedures to improve clinical operations as needed. The Director of Clinical Operations manages all patient access, customer service, external referrals, medical records, facilities functions.

- Manages the day-to-day clinical operations for primary care, oral health, eye care, behavioral health and substance abuse counseling and specialty care, establish and maintain policies and procedures, manage patient flow, manage all patient access including scheduling, phones and registration, external referrals coordinate space and infrastructure issues
- Manages the facilities, security and safety department
- Oversees development of department quality assurances programs; ensures clinical department's compliance with Joint Commission, NCQA, HIPPA, licensing and regulatory QA standards
- Attends meetings as assigned representing the health center with external authorities and the community as required
- Works with Medical Director and Vice President of Programs and Services to ensure productivity goals are attained

### **Licensure/Education/Experience/Training:**

- Masters Degree in Healthcare, Business, or Public Health Administration or equivalent

**Fax cover letter with resume to Human Resources Department,  
Whittier Street Health Center, 1125 Tremont Street, Boston MA 02120  
Fax: (617) 989-3125. Email [hrdept@wshc.org](mailto:hrdept@wshc.org)  
Whittier Street Health Center is an EEO employer.**