



# WHITTIER STREET HEALTH CENTER

Comprehensive. Compassionate. Community.

## EMPLOYMENT OPPORTUNITIES

May 11, 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><b>Director Institutional Advancement (FT)</b>  <b>Position Description</b></p>
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**SUMMARY OF POSITION:**

The Director of Institutional Advancement reports directly to the President & CEO. This position is responsible for the research; coordination and execution of all grant proposals and planning, coordinating and executing all special events, which includes securing significant corporate sponsorships and individual ticket sales in support of these events. This position helps develop the strategy and plays a critical role in growing a comprehensive program to increase and sustain annual philanthropic support for Whittier Street Health Center. This position tracks and reports on progress related to Whittier’s five year strategic plan. This position works with program directors and managers to ensure program advancement for grant funded programs. This position works closely with local and national businesses, organizations and agencies that will allow Whittier to achieve greater mission impact. This position oversees all external communication related to the health center, including, but not limited to: advertising and marketing, grant reports, and fundraising related materials including the annual report. As a key member of the Development team, the Director participates in the planning and implementation of an integrated fundraising plan for the Center and undertakes other responsibilities as requested. The Director coordinates with the Development Consultant, Public Relations Consultant, Director of Community

Relations and Chief Executive Officer, as appropriate, to ensure that all grant proposals and special events are created, presented and conducted with the goal of building awareness about Whittier Street Health Center and identifying and engaging potential major donors. Supervises the Development Manager and Development and Marketing Coordinator.

### **ESSENTIAL FUNCTIONS:**

- Develops, directs and coordinates agency's fundraising, marketing, advertising, public relations, community collaborations, and public information policies, systems, procedures and initiatives
- Develops all marketing materials (website, annual reports, advertisements, flyers, etc.) to position Whittier for success and heighten its visibility among constituents, i.e., funders, current and potential patients and donors, healthcare and human service community, public at large
- Tracks and reports on progress related to Whittier Street Health Center's five year strategic plan for all strategic categories
- Works closely with businesses, organizations and agencies to maximize service, build partnerships and increase mission impact.
- Works closely with program managers to ensure advancement of grant funded programs in line with grant proposals
- Tracks and reports on progress related to Whittier Street Health Center's grant funded programs.
- Works with Director of QA on creating and maintaining Health Outcomes Dashboard to promote and analyze Whittier's clinical impact
- Oversees Whittier's Annual Report process
- Oversees and approves all internal and external communication including employee communication, marketing materials, fundraising materials and grant reports
- Works with Director of Community Relations on promoting Whittier within the community, forming strategic partnerships and increasing patient volume

### **Fundraising**

- Designs a strategic plan for corporate and foundation fundraising and provides a vision that will help to ensure and enhance Whittier Street Health Center's standing in the community.
- Cultivates, manages, and stewards relationships with donors and prospects including individuals, corporations, foundations, and government agencies; leverage the CEO's and other appropriate senior managers' time in cultivating high-potential donors and prospects
- Writes and prepares high-quality proposals, grants, reports, mailings, and acknowledgements required to support ongoing fundraising activities
- Assists with developing government relations and public funding strategy, utilizing public affairs consultants where appropriate
- Designs and implements individual strategies for soliciting corporate & foundation gifts and charitable grants to support Whittier's initiatives.
- Collaborates with program managers across the Center on the development and submission of existing public sector grant proposals and new private opportunities.
- Actively researches grant opportunities that align with the Center's Strategic Plan initiatives and operating support needs
- Responsibilities in the production of events will include but are not limited to volunteer recruitment, stewardship and coordination; development of printed materials; negotiating contracts, managing vendor relationships; scheduling etc.

- Identifies, solicits and stewards corporate sponsorships for the events and for maximizing individual sponsorships and ticket purchases.
- Provides leadership in planning major special events including venue planning and logistics; design, printing and mailing of invitations; corporate and individual sponsorship; table captains recruitment and coordination; support and coordination of volunteer committees, and other related areas as identified.
- Works closely with other staff on planning and logistics and support efforts to use events in identifying, cultivating and involving donors.
- Works with Development Coordinator to produce invitation, registration and sponsor lists for events and event solicitations.
- Recruits, trains and supervises volunteers and interns to assist with special event planning
- Accountable for strategic planning of events throughout year, including cultivation, fundraising and recognition of high-end donors
- Participates in defining and carrying out development objectives and priorities for entire organization
- Performs other duties as requested

### **Required Experience/Abilities/Competencies:**

- Three to Five years of advancement or related experience, showing increasing levels of responsibility in development positions.
- A solid understanding of the role of Foundation Support, and Grants to support a major gifts program.
- Ability to research potential sources of foundation and grant support from local and national funding sources.
- A proven track record of significantly increasing grant and special event results
- Demonstrated success planning and implementing successful (five-figure and above) special events in a nonprofit environment.
- Strong knowledge of MS Office, including Excel and PowerPoint and Raiser's Edge.
- Demonstrated supervisory experience.
- Ability to think strategically and partner with key leadership.
- Demonstrated writing, speaking, and listening skills.
- Ability to prioritize and manage multiple projects and to initiate new ones.
- Working knowledge of Boston corporate philanthropic community and familiarity with Boston's communities of color strongly desired.
- Ability to work effectively with corporate donors, board members, volunteers, vendors, and other staff.

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

- Bachelors' Degree from an accredited college or university

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

The Pediatric Case Manager reports directly to the Associate Medical Director that oversees the pediatric department. The Pediatric Case Manager oversees the day-to-day clinical operations of the department and the successful implementation of all pediatric programs. The Pediatric Case Manager serves as the department specific medical manager working collaboratively with pediatric providers, the Senior Nurse and the Director of Operations.

**ESSENTIAL FUNCTIONS:**

- Delivers patient care and maintains a clinical practice of sessions 28 hours per week
- Manages the administration of pediatric programs.
- Works collaboratively with the Associate Medical Director to monitor fiscal parameters including medical staff utilization,
- Works collaboratively with the Director of Operations to monitor productivity, panel sizes and utilization targets and achievement of budgetary and utilization goals.
- In collaboration with Associate Medical Director, Senior Nurse, Director of Quality Assurance & Performance Improvement analyzes and evaluates the functioning of the medical staff as it relates to aspects of clinical practice and care within the department and establishes performance improvement goals.
- Participates, in collaboration with the Associate Medical Director and the VP of Programs & Services, in the organization and development of new medical services and clinical programs for the departments and the implementation of the existing programs.
- Participates in marketing initiatives to expand patient base.
- Works with the Joint Commission Committee and Patient-Centered Medical Home Steering Committee to implement Joint Commission & NCQA accreditation standards for health services, and implements appropriated guidelines to meet these standards. Participates in various teams/project to ensure compliance in both areas, as requested.

- Participate in new provider, nurse and medical assistant orientation to the department.
- Represents Whittier Street Health Center in its relationship with outside organizations as needed.
- Maintains familiarity with medical /moral and medical/legal issues related to the practice of medicine.
- Monitors provider scheduling habits and effected change necessary to accommodate patient accessibility. Makes recommendations to the Associate Medical Director on staffing policies and work with the various departments to ensure compliance.
- Works with Associate Medical Director to promote professional relationships among physicians, patients and staff and assists in risk management programs
- Participates in professional development activities and maintains professional licenses and affiliations.
- Develops ideas for grants and programs that enhance patient care and departmental goals.
- Participates in medical staff committees and other cross-functional teams/committees as requested.
- Performs other duties as requested

**Required Experience/Abilities/Competencies:**

- At least 5years of experience as a practicing clinician. Prior experience in medical administration.
- Strong knowledge of medical practice and standards of care to assess, plan, implement and evaluate patient care.
- Knowledge of organizational policies, procedures and system.
- Knowledge of federal and state regulatory statues for compliance in health care environment (i.e., Massachusetts Board of Registration in Medicine, etc).
- 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 heath care professionals in a collaborative manner to meet the organization’s goal and objectives.
- Expertise development of disease management protocols and the application of such into the larger environment.
- Knowledge of grant administration.
- Knowledge of Microsoft Office, Outlook and Clinical Software Programs.
- Skill in effective problem solving, team building and leadership.
- Strong communication skills.

**Required Licensure/Education/Training:**

- Graduate of an accredited school of nursing.
- Master’s Degree from an accredited school of nursing.
- Successful completion of an approved Nurse Practitioner program.
- License/Certified Nurse Practitioner License for the State of Massachusetts.

**Required Licensure/Education/Training:**

- Graduate of an accredited school of nursing.
- Master’s Degree from an accredited school of nursing.
- Successful completion of an approved Nurse Practitioner program.
- License/Certified Nurse Practitioner License for the State of Massachusetts.

<p style="text-align: center;"><b>STAFF OPTOMETRIST (16 to 24 hours)</b> <b>Position Description</b></p>
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**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;"><b>OPTICAL TECHNICIAN (FT)</b> <b>Position Description</b></p>
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**SUMMARY OF POSITION:**

The Optical Technician reports directly to the Director of Eye Care Services. The 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><b>Social Health Coordinator (SHC) – Mission Main Housing (FT)</b>  <b>Safety Net Programs</b>  <b>Position Description</b></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](mailto: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).**