

## **Job Description: Director of Outreach Services Unity Health Care, Inc.**

### **INTRODUCTION**

The Director of Outreach Services is responsible for the supervision, coordination, communication and problem solving related to Project Orion as well as Homeless Outreach (Excludes Christ House, CCNV). The Director of Outreach Services works under the direction and guidance of the Chief Clinical Officer.

### **MAJOR DUTIES**

- Assist in the development, implementation and monitoring of Project Orion and Homeless outreach service policies.
- Develops the budget for Orion and Homeless outreach Services in conjunction with the CCO.
- Coordinates the hiring, orientation and evaluation of Orion and Homeless Outreach Staff
- Coordinates the data collection/reporting activities associated with outreach services provided via the Orion and Homeless Outreach sites, such as Orasure/Oraquick testing data, provider utilization of Orion and Homeless Outreach, annual analysis of appropriate sites/stops etc.
- Develops and coordinates Provider (in collaboration with the office of the CMO) and staff scheduling for Orion and homeless outreach Services to assure adequate provider, nursing and testing/counseling services.
- Develops and coordinates substance abuse training programs for staff to assure appropriate level of care is maintained
- Promotes customer services by resolving client concerns in a timely manner
- Promotes occupational health and safety within Unity Health Care
- Collaborates with other departments within UHC, such as clinical support and facilities to assure that the homeless sites are routinely cleaned and stock for client care
- Participates in the ongoing evaluation of the clinical support staff, such as Coordinators for Homeless services, Van drivers, case managers and counselors
- Develops linkages with city wide agencies that provide services to substance abuse and/or homeless clients to ensure continuity of care for all clients.
- Represents Unity Health Care at meetings as designated by the Chief Medical Officer, Chief Executive Director or Chief Clinical Officer.
- Coordinates the schedules and directly supervises the Cargo Van/Medical Van drivers
- Assures that the Orion Van and Homeless Van is routinely maintained, cleaned, stocked And available for client care as scheduled.
- Other duties as assigned.

### **KNOWLEDGE REQUIRED BY THE POSITION**

1. Bachelor's degree required in counseling and/or health related field, Master's degree preferred.
2. At least 5 years of experience working with outreach services such as HIV/Homeless
3. At least 2 years supervisory experience and or program management and oversight..
4. Experience in working with homeless and/or underserved populations preferred.
5. Ability to articulate the mission of Unity Health Care through his/her works.
6. Experience in working in a multi-site agency helpful.

**Saint Joseph's Health System**  
*(Saint Joseph's Mercy Care Services)*  
**Staff Position Description**

**POSITION TITLE:** Mobile Certified Medical Assistant

**POSITION CODE:** 21722  
**Exempt**  **Non-exempt**

**DEPARTMENT:** Mobile Clinical Services  
**DEPARTMENT NUMBER:** \_\_\_\_\_

**DATE PREPARED:** 04/29/02

**REPORTS TO:** Multi-site Clinic Manager

**DATE REVIEWED:** 1/1/2005

**POSITION SUMMARY:** Coordinates target populations access to healthcare, health education, and preventive services. Independently develops and staffs clinics and coordinates all clinic function, including supportive linkage services and specialized clinical programs. Advocates for specific needs of client populations.

*\*Provides patient care and/ or support activities appropriate to ages served; primarily adults ages 18-65 or geriatric patients ages over 65. May also include care for infant age 0-1 year, child ages 1-12 years or adolescent ages 13-17 years.*

**EDUCATION REQUIREMENTS:** High School diploma required, college graduate or professional/technical school preferred. CPR Certification required. CMA required.

**EXPERIENCE REQUIREMENTS:** Five years experience in a health related field. Experience in the training and supervision of new employees and volunteers preferred. Experience with both front and back office operations preferred. A second language desirable. A safe driving record and current Georgia driver's license required. CDL Driver's Permit preferred. A second language is desirable and may be required.

**JOB KNOWLEDGE:** Must be able to provide leadership among peers. Must be able to work independently. Have good understanding of medical terminology. Must demonstrate expertise in clinical areas of laboratory, radiology, and other primary care procedures. Possesses good verbal and written communication skills, good listening skills, compassionate attitude and demeanor. Has sufficient computer literacy to enter and retrieve office and patient data.

**PHYSICAL REQUIREMENTS:** See attached Working Conditions and Physical Requirements Sheet

**SUPERVISORY RESPONSIBILITY FOR:** May supervise Certified Medical Assistants/Health Advocates/ Volunteers

## Working Conditions and Physical Requirements

*(Note: Needs to be customized to each position)*

Please check the appropriate level for each section.

Working Conditions and Physical Requirements	Level of Physical Effort Normally Required For This Position			
	Never	<20 % of time Occasionally	20-80% Frequently	>80% of time Constantly
1. Close Eye Work (computers, typing, reading, writing)			<b>X</b>	
2. Sedentary (continuous sitting)		<b>X</b>		
3. Light Work (standing, walking, lifting < 15 pounds)				<b>X</b>
4. Moderate Work (lifting, moving, loading 15-30 pounds, prolonged use of small hand tools, climbing ladders)			<b>X</b>	
5. Moderately Heavy Work (lifting, moving, loading 31-50 pounds)		<b>X</b>		
6. Heavy/Hard Work (above average strength and stamina, lifting > 51 pounds, constant shoveling, etc.)	<b>X</b>			

\_\_\_\_\_  
Signature, Director

\_\_\_\_\_  
Date

## **Job Description: Outreach Worker Unity Health Care, Inc.**

### **INTRODUCTION**

Outreach workers for Unity health Care / Project Orion work with diverse populations with multifaceted needs. Primary responsibilities include, but not limited to, engaging and assisting clients in following through on established treatment plans; enhancing social functioning; and improving the client's quality of life. The outreach worker serves as a culturally sensitive liaison between the client and services and/or service providers to insure that the services and service providers present treatment plans that are culturally palliative.

### **MAJOR DUTIES**

1. Establish and develop working relationships with clients; initiate outreach to the target population using telephone, mail, and visits in the community.
2. Communicate with other staff members regarding the status of client social, mental and physical health needs using oral and written communication skills to include electronic media.
3. Develop effective incentives to encourage clients to seek care/treatment for HIV, substance abuse, chronic illness, and/or mental illness.
4. Dispense, in accordance with Unity Health Care policy, incentives such as vouchers, tokens, etc.
5. Maintain accurate and current records.
6. Assist in production of required weekly/monthly/quarterly data collection reports.
7. Attend staff team meetings as required.
8. Drive outreach mobile as required.
9. Maintain outreach mobile (i.e., maintenance records, fuel, routine care, cleanliness, stocking, etc.).
10. Other duties as assigned.

### **KNOWLEDGE REQUIRED BY THE POSITION**

- A minimum of 2 years experience in substance abuse and HIV/AIDS prevention and intervention programming including substance abuse treatment.
- A minimum of one-year experience in mobile HIV and/or substance abuse outreach.
- Knowledge of and documented experience with intake and service placement systems.
- Preferable experience as addictions Counselor in the District of Columbia.
- Proven cultural competency in the target client population.
- Current District of Columbia driver's license.
- Bilingual in English and Spanish (Optional).
- Ability to pass an English language competency test.