



Healthcare – Advocacy – Volunteerism – Education – Neighborhood

Volunteer Opportunities at HAVEN

There are many ways to get involved at HAVEN! Descriptions of each department are provided below. Please feel free to contact the Student Relations Director at hfc.recruitment@yale.edu for general volunteer information. For department specific questions, you are encouraged to ask questions at one of the information sessions or contact the director(s) of your department of interest directly. Contact information can be found at <https://havenfreeclinic.com> (About/Leadership Board).

The expected volunteer commitment is one shift per month for most positions.

IMPORTANT: Please note that only volunteers in good standing who have met the expectations of their department directors will be given priority to continue in their current volunteer positions. In addition, for returning volunteers who wish to change departments, although the switch is not guaranteed, those in good standing will receive priority over new volunteers.

* *JCTM = Junior Clinical Team Member, SCTM = Senior Clinical Team Member*

| Department | Description | Who Can Apply |
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| <p>Behavioral Health</p> | <p>The Behavioral Health Program for Depression is a program that started with funding from the American Psychiatric Association to provide mildly to moderately depressed patients with first-line interventions that include psychoeducation, reduction of social stressors, and promotion of healthy behaviors. Volunteers will screen patients during clinic to determine program eligibility. Enrolled patients will be offered one-on-one psychoeducation led by student facilitators under the supervision of a psychiatrist and psychologist.</p> <p>All volunteers receive training specific to the curriculum, as well as principles of population health, quality improvement, and motivational interviewing. The department meets weekly with our faculty advisors to review clinic screening, discuss program content, troubleshoot any issues, and prepare students for future program sessions.</p> <p>Also available are opportunities to lead weekly sessions and/or participate in ongoing projects to</p> | <p>Any member of the Yale community; those with prior experience delivering educational curricula, particularly if health-related, or those with a specific interest in mental/behavioral health have found the program to be an especially good fit. Fluency in Spanish is strongly preferred.</p> |

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| | connect patients to relevant community resources and expand behavioral health offerings at HAVEN (i.e. substance use, smoking cessation, supportive parenting, etc). | |
| Care Coordination - Patient Navigator | <p>Many HAVEN patients face multiple challenges in accessing quality healthcare, from transportation and language barriers, to a lack of support in navigating a complex healthcare system. The Patient Navigation (PN) program is a new initiative at HAVEN that aims to empower patients and provide them with the support they need to access care at HAVEN and in the larger healthcare system. Each PN volunteer works closely with several patients that they follow longitudinally. They will support patients in addressing their medical and social goals by helping them reach the resources they need. Much of the work is done outside of clinic hours - volunteers will call patients to discuss their goals, liaise with other HAVEN departments and outside providers to ensure patients receive the resources they require, and facilitate appropriate check-ins between appointments. PN volunteers will be expected to accompany patients to their HAVEN appointments, and they may also attend specialist appointments if both volunteer and patient agree. The overall goal of the PN program is to help patients gain the skills and resources they need to take control of their health and wellbeing.</p> | Any member of the Yale community, no clinical experience required. Fluency in Spanish preferred but not required. |
| CDM Education | <p>The Chronic Disease Management Education volunteer will work closely with one CDM SCTM to provide lifestyle counseling for our diabetes and hypertension patients. CDM education volunteers will sit in on a patient's medical visits and will supplement the medical care with lifestyle discussions (nutrition/diet, exercise, understanding a patient's unique social situation, etc.). Volunteers will follow a few patients closely over a period of six months and will form long-term relationships with their patients through regularly scheduled visits. Continued education and training for providing diabetes and hypertension care will take place throughout the term.</p> | Any member of the Yale community. Those with prior experience delivering education material, particularly if diabetes, nutrition and/or fitness related, have been found to be a good fit for this Department. Relevant experience is preferred but not required for application. |
| Education | <p>The Education Department distributes health education materials and provides one-on-one education sessions on health and wellness, tailored to a patient's individual issues. Patients undergo longitudinal, one-on-one lifestyle counseling led by volunteers. During COVID, these visits take place by phone and/or zoom, as does the training for new volunteers.</p> | Any member of the Yale community. Those with prior experience delivering education material, particularly if diabetes, nutrition and/or fitness related, have been found to be a good fit for this Department. Relevant experience is preferred but not required for application. |

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| | <p>All volunteers have opportunities to learn and practice motivational interviewing and counseling skills that will be invaluable in the health professions and many other fields. Volunteers must be available for at least 4 shifts per term, and willing to complete minor tasks outside of the clinic (5 hours/term), including mandatory training zoom sessions.</p> <p>We will also be working with the SCTMS for the Diabetes Care Pathway project. Education counselors assigned to this will be assigned to up to 5 patients, and work with the SCTM to create measurable diet and exercise goals to help control patients' diabetes.</p> | <p>Must have computer access with Yale VPN capability to access EPIC remotely during COVID tele-health model.</p> <p>If you would like to be a counselor for the Diabetes Care Pathway specifically, please indicate that on the application.</p> |
| <p>Interpreting</p> | <p>Interpreters are critical in allowing us to care for our Spanish-speaking patients. One interpreter will be assigned to each clinical team and will accompany patients throughout the clinical visit. Interpreters can also be assigned to the Education, Social Services, Referrals, Reproductive Health, and Laboratory departments whenever possible. Without interpreters, the clinic cannot function, as 85% of our patients speak only Spanish. This is a great opportunity for those interested in health professions to get involved in clinical care. In addition to medical team interpreters we are also looking for volunteers who are able to serve as department specific interpreters. These positions have the added responsibility of interpreting for regular medical visits as well as serving individual departments' needs, like those of Chronic Disease Management and Reproductive Health.</p> | <p>Anyone who is fluent in Spanish (does not need to be affiliated with Yale). Spanish skills will be evaluated by our interpreting director before you start. There is also need for fluency in the following languages: Hindi, Urdu, Bengali, Arabic, Creole, French, & Portuguese</p> |
| <p>IT & Communications</p> | <p>The Information Technology (IT) & Communications Department is responsible for the management of all HAVEN electronic resources and provides technological expertise and support for all clinic departments. This includes Epic EMR (electronic medical records), graphic design, online databases, HAVEN websites, messaging and file storage platforms as well as all social media. IT volunteers have opportunities to be involved in many projects, including but not limited to Epic optimization, EMR access and training, quality reporting, clinical database management, and website maintenance. Departmental volunteers should be available to work on projects independently throughout the semester and will not work shifts in the clinic.</p> | <p>Any member of the Yale community</p> <p>Volunteers will ideally have some familiarity and interest in information technology, website design, and/or electronic medical record systems, but experience in these areas is not required.</p> |

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| <p>JCTM - Primary Care</p> | <p>JCTMs accompany patients through each step of their day at the clinic, working with an SCTM throughout the clinical visit. They are responsible for taking vital signs, eliciting the chief complaint and some history, and ensuring that the patient receives any additional services as needed. Under the new telehealth/in-person hybrid model, JCTMs will either see patients in-person or call into Zoom with the SCTM and elicit the chief complaint and some history. Once a term, the JCTM's role will be to communicate lab results to patients under the guidance of the Clinical Advisor.</p> | <p>All Yale Medical, Yale Nursing, and Yale PA students who have completed 1 semester of their program.</p> |
| <p>JCTM - Reproductive Health</p> | <p>Reproductive Health clinical volunteers offered a wide variety of services to Haven patients including pelvic exams, pap smears, breast exams, IUD insertion and removal, nexplanon removals, STI testing, provision and counseling on birth control methods, as well as provide referrals for mammograms, ultrasounds, and colposcopy. RHD clinical teams are made up of both JCTMs and SCTMs. The responsibilities of an RHD JCTM are similar to those of a regular JCTM (see above), with an additional emphasis on reproductive health related topics and trauma-informed care.</p> | <p>All Yale Medical, Yale Nursing, and Yale PA students who have completed 1 semester of their program.</p> <p>RHD JCTMs are expected to volunteer in-person on Saturdays that they're assigned. Once a term, the JCTM's role will be to communicate lab results to patients under the guidance of the RHD directors.</p> |
| <p>Lab</p> | <p>HAVEN has a fully functioning on-site laboratory that collects and processes a variety of clinical specimens. Volunteers will perform blood draws and package these and other specimens to be tested off site. They will also administer injections and perform various in-house labs. Volunteers work with SCTMs, JCTMs, and attendings to provide the most appropriate tests for each patient. No prior experience is necessary. All volunteers for lab in the past have received venipuncture training with a phlebotomist at the volunteer orientation and have been evaluated before interacting with patients.</p> <p>Under the COVID-19 telehealth model, we are open at half capacity, which means that 1 pair of volunteers will be in clinic each Saturday. Whether the Lab will resume to its full capacity depends on the pandemic situation and YNHH/Yale policy. Please apply if you are interested and we will reach out with scheduling for half capacity first, but please also be flexible if we resume to full capacity.</p> | <p>All Yale Medical, Yale Nursing, and Yale PA students</p> |
| <p>Medical Debt and Insurance Counseling</p> | <p>Medical debt and health insurance status are often sources of stress for patients and deter them from seeking appropriate healthcare. The Medical Debt and Insurance Counseling volunteers play a crucial role in</p> | <p>Any member of the Yale community</p> |

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| | <p>overseeing the process of securing free care for patients. This process will involve speaking directly with patients to learn about their unique circumstances, completing and filing Medicaid & YNHH Free Care applications, as well as acting as a liaison between Yale healthcare facilities, debt collecting agencies, and HAVEN's Medical-Legal Partnership. Ultimately, volunteers will work to ensure that patients receive the best care possible without incurring debt and to reduce stress in patients' lives by eliminating existing sources of debt.</p> | |
| Patient Services | <p>The Patient Services (PS) department is responsible for all communication between patients and the clinic. We provide a highly energetic and interactive environment, working closely with our patients and all other departments to coordinate the clinic days and provide a welcoming environment. A PS volunteer will meet with each new patient, collect his/her intake information, and discuss the services provided at HAVEN. In addition, PS volunteers track patient flow, manage appointments, and make patient phone calls, thereby ensuring the clinic runs smoothly.</p> | <p>Any member of the Yale community with at least an advanced level of Spanish</p> |
| Pharmacy | <p>The Pharmacy Department is dedicated to locating and providing affordable, cost-effective medications for HAVEN's patients. Volunteers will ensure that the Clinic's patients are able to obtain appropriate medications by dispensing on-site medications/supplies for patients and documenting them on designated spreadsheets. They will help organize new medication shipments, log the pharmacy inventory and dispose of expired medications appropriately. Furthermore, they will assist medical teams with finding affordable drug options for patients, and will work closely with the Pharmacy Directors on other ongoing projects.</p> | <p>Open to anyone, with both remote and in-person opportunities. In your application, please indicate if you are interested in volunteering in clinic, volunteering remotely or delivering medications to patients at home. No preference in application will be given based on your response; this is for planning purposes only.</p> |
| QA/QI (Quality Assurance/ Quality Improvement) | <p>The QA/QI department ultimately drives HAVEN toward its mission through project-based improvements and/or research-based investigations of clinic processes and quality. QA/QI volunteers undertake 1-3 projects per term, and get the unique opportunity to interface with a variety of other departments to guide changes that impact day-to-day clinic operations. Projects range from analyzing efficacy of new disease management programs, to streamlining the patient intake process, to developing new volunteer trainings/clinic programs based on clinic need. Time commitment ranges from 2-6 hrs/week, depending on your project load. Meetings occur throughout the week depending on volunteer</p> | <p>Any member of the Yale community</p> |

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| | <p>schedules; however, we do not require volunteers to regularly attend clinic days outside of occasional shadowing events, unless required by the volunteer's project(s). If interested in applying and want to learn more about projects from this past term, feel free to attend the end-of-term QAQI symposium.</p> | |
| <p>Referrals</p> | <p>The referrals department provides access to specialty services and diagnostic testing to complement the primary care available at HAVEN. Volunteers serve as patient navigators and are integral in providing continuity in the care of our patients. Volunteers have a chance to come into clinic weekly and work directly with SCTMs/JCTMs/Patient Services/Education to provide optimal patient care. Outside of clinic, volunteers make phone calls to patients to ensure that they attend their appointments and are not lost to follow up. Being Spanish speaking is a good benefit, but absolutely not required! The commitment ranges from 2-5 hr/week – but can be flexible based on your schedule.</p> <p>Under the COVID-19 telehealth model, you will not be coming into clinic and all volunteer work will be done remotely.</p> | <p>Any member of the Yale community</p> |
| <p>SCTM - Primary Care</p> | <p>The SCTM is primarily responsible for providing each patient's clinical care. SCTMs take a complete history and conduct a physical exam, develop a treatment plan with the attending, and write a note in the chart.</p> <p>We have three tracks for Primary Care SCTMs, General Primary Care, Longitudinal Care (Care Coordination), Chronic Disease Management.</p> <p>General Primary Care: A minimum of 3 Saturday shifts is required for the term. General SCTMs must sign up for at least one "on-call" SCTM shift during the term. This entails taking 3-4 triage calls from patient services during the week. Except for triage shifts, general SCTMs do not have any responsibilities outside of Saturday shifts.</p> <p>Longitudinal Care SCTM: will follow their own panel of medically complex patients who would benefit from continuity in their primary care. Longitudinal Care SCTMs must be able to commit to 2 consecutive terms (1 academic year) and must volunteer at least once every 3-4 weeks (at least 4 shifts per term, ideally 5 or more). In clinic, Longitudinal Care SCTMs will primarily see the patients that they follow longitudinally, but they are also expected to see</p> | <p>Yale Medical students who have completed their Primary Care and Internal Medicine clerkships. Yale Nursing students who have completed their first specialty year including primary care, and Yale PA students who have completed three rotations including Primary Care or Medicine.</p> |

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| | <p>regular HAVEN patients when their own patients are not scheduled for one of their shifts. Longitudinal Care SCTMs will sometimes also have responsibilities between shifts, such as following up with patients or coordinating with specialists, in order to ensure patients receive the best care possible.</p> <p>Chronic Disease Management SCTM: helps provide longitudinal medical care for patients with diabetes and hypertension. CDM SCTMs must commit to volunteering 2 terms (~6 months), to improve continuity of care, students will be assigned to 4-5 patients that they will follow longitudinally throughout a 6 month period via regularly scheduled in person visits. consists of two pathways. The Diabetes Care Pathway includes patients who are living with Type II Diabetes and have had consistently high HbA1c levels despite receiving care at our clinic. The Hypertension Pathway includes patients who have high blood pressures consistently above goal or resistant hypertension. SCTMs in this department will serve as both student providers and healthcare navigators with a special focus on diabetes and hypertension management. Volunteers will also work closely with the education department to provide holistic care. Continued education and training for providing diabetes and hypertension care will take place throughout the term.</p> <p>SCTMs have the option of receiving elective credit, if they choose. Enrolling in the elective is NOT a requirement to be an SCTM.</p> | |
| <p>SCTM - Reproductive Health</p> | <p>Reproductive Health clinical volunteers offered a wide variety of services to Haven patients including pelvic exams, pap smears, breast exams, IUD insertion and removal, STI testing, provision and counseling on birth control methods, as well as provide referrals for mammograms, ultrasounds, and colposcopy. RHD clinical teams are made up of both JCTMs and SCTMs. The responsibilities of an RHD SCTM are similar to those of a regular SCTM (see above), with an additional emphasis on reproductive health related topics and trauma-informed care.</p> | <p>Open to Yale Medical, Yale Nursing, and Yale PA students who have completed at least one clinical rotation in OB/GYN or reproductive health. Yale Nursing students can be SCTM without a reproductive health rotation, as long as they have taken coursework in reproductive health (i.e. Women's Health I).</p> <p>RHD SCTMs are expected to volunteer in-person on Saturdays that they're assigned. New SCTMs will have a training shift.</p> |

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| <p>Social Services</p> | <p>Social Services volunteers help address the social and financial context surrounding our patients' health by connecting them with valuable community resources and helping them to apply for a variety of public and private programs. As a volunteer, you will learn how to screen for important issues like food and housing insecurity, immigration and housing difficulties, medical debt, and more. You will then work with SS Directors to tailor a comprehensive plan for patients to access available resources like financial assistance, food assistance, and English language classes. You will also collaborate closely with volunteers in other HAVEN departments (i.e. Medical Debt and Insurance Counseling, Medical-Legal Partnership) to ensure our patients receive quality care, and work on a small-group community outreach project.</p> <p>The majority of our volunteer shifts will be in person this fall. However, we do anticipate that we will have telehealth visits in some capacity which will entail making phone calls to patients.</p> | <p>Any member of the Yale community.</p> <p>For Fall 2021: volunteers must be able to access Zoom, and call via a U.S.-based phone number.</p> <p>To help us plan, please indicate in the comments section if 1) you will / will not be in NH, and 2) if you feel comfortable coming into the clinic to see patients.</p> |
| <p>TB Advocate</p> | <p>TB Advocates are clinical volunteers in the HAVEN Latent Tuberculosis Department, and work independently to advocate for a unique patient population in need of latent TB treatment. Patients with Latent Tuberculosis require many months of antibiotic treatment to eliminate their infections. Our volunteers screen all HAVEN patients for possible TB exposure, collecting labs as required. For patients receiving treatment, volunteers meet weekly with patients, fostering the development of high-quality provider-patient relationships.</p> <p>During visits, TB Advocates will provide in-depth health education and counseling, check for medication side effects, complete focused physical assessments, support treatment adherence, prescribe necessary TB medication, collect labs as required, and address any other health concerns as needed. Volunteers collaborate with HAVEN attendings by presenting patients and finalizing a care plan to meet the patient's needs. Finally, volunteers will have the opportunity to learn infectious disease reporting protocols, and will ensure compliance with CT Department of Public Health regulations.</p> <p>This position is tailor-made for any future clinicians with an interest in Public Health and Infectious Disease!</p> | <p>All Yale Medical, Yale Nursing, and Yale PA students are eligible to apply.</p> <p>Must have computer access with Yale VPN capability to access EPIC remotely for telehealth patients.</p> <p>Due to the in-depth on-the-job training required for our department, preference is given to students available for 6 or more shifts per semester.</p> |

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| <p>Reproductive Health Care Coordinator</p> | <p>Reproductive Health clinical volunteers offered a wide variety of services to Haven patients including pelvic exams, pap smears, breast exams, IUD insertion and removal, nexplanon removals, STI testing, provision and counseling on birth control methods, as well as provide referrals for mammograms, ultrasounds, and colposcopy. RHD clinical teams are made up of both JCTMs and SCTMs.</p> <p>The Reproductive Health Care Coordinator is a new position that will replace the Sexual Health Educators. Both designed to offer non-clinical students (and first-year clinical students) an opportunity to be involved with the reproductive care provided by HAVEN. The responsibilities include overseeing the administrative-type tasks in RHD (including tracking long-term follow-ups for abnormal paps and breast ultrasounds, following up on referrals, funneling lab results to SCTMs/JCTMs, etc.) The position does not require prior clinical knowledge but is expected to learn and interpret basic lab results with help from RHD directors and SCTMs.</p> | <p>Any member of the Yale community. This is a great learning opportunity for first-year clinical students who don't qualify for SCTM/JCTM position, as well as non-clinical students who intend to enroll in the clinical programs in the future. Priority will be given to those with prior reproductive health experience and/or fluency in Spanish, though neither is required.</p> <p>This position can be done entirely remotely and have flexible hours (you are not required to come to Sat clinics, though you're welcome to shadow). We expect the workload to be 2-3 hours/week for every week of the term (more in the first two weeks for training purposes).</p> |
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