



## Student Leadership Board Openings May 2024 – June 2025

Thank you for your interest in a leadership position at the HAVEN Free Clinic! Below you will find information about the application process, timeline, and positions available for the 2024-2025 year. Our history, mission, and volunteer program can be found on our website [www.havenfreeclinic.com/apply](http://www.havenfreeclinic.com/apply). Feel free to email us at [hfc.recruitment@yale.edu](mailto:hfc.recruitment@yale.edu) if you have additional questions.

### Application Timeline

Applications due:	Sunday, April 14, 2024 at 11:59 p.m.
Interviews for board positions:	Monday, April 15, 2024 to Friday, April 20, 2024

**All positions listed below begin training in May 2024, and board term will typically run from May 2024 – June 2025.**

### Who should apply?

Consideration is given to interested students in any of the health professions programs (YSN, YSPH, YPA, YSM) who have demonstrated a commitment to the New Haven community and/or who have some experience working in an administrative capacity. Select positions are open to **any** Yale-affiliated students. Applicants must plan to be an enrolled student or working at Yale for the duration of the board term (May 2024 – June 2025).

**\*\*PLEASE NOTE:** Previous experience volunteering at HAVEN Free Clinic is **not** a prerequisite to these positions, unless expressed within the particular job description. The most important requirement for all applicants for Board positions is significant enthusiasm and commitment. Our patients at HAVEN view us as their health care providers, and we are committed to providing them with the highest possible quality of care. Your colleagues on the Board will give much of their time and energy to caring for our patients, and they will expect the same from you.

### How do I apply?

Fill and submit the application form by Sunday, April 14, 2024 at 11:59 pm. Application link: [havenfreeclinic.com/apply](http://havenfreeclinic.com/apply)

### Recruitment Timeline

Applications Open: 4/2/24 - 4/14/24

Interviews: 4/15/24 - 4/20/24

Offers Extended: 4/24/24 - 4/26/24

Director Training (Required): 5/5/24

**Board Positions Available**

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|---|---|
| Jones Fellow/Executive Director (1)     | Sexual and Reproductive Health (1)        |
| Behavioral Health (1)                   | Social Services (2)                       |
| Clinical Advisors (2)                   | Pharmacy (4)                              |
| Education (2)                           | Public Relations (1)                      |
| Laboratory (1)                          | Quality Assurance/Quality Improvement (1) |
| Longitudinal Care Coordination (2)      | Referrals (1)                             |
| Medical Debt & Insurance Counseling (1) |   |

**General Board Member Responsibilities**

**Each HAVEN Director is a member of HAVEN’s Student Leadership Board. General Board Member responsibilities include:**

- Attend and actively participate in all Board meetings, which occur every 2 weeks
- Take an active role in at least one of three sub-committees (Quality Assurance, Community Relations and Engagement, Sustainability & Development), including attending all sub-committee meetings which occur every 2 weeks
- Participate in monthly department meetings with an Executive Director
- Manage a consistent and effective communication system between your department’s co-directors (if applicable)
- Respond to HAVEN-related emails and requests in a professional and timely fashion
- Monitor and evaluate department-specific and clinic-wide performance
- Develop and execute quarterly quality assurance and quality improvement goals that reflect vision and initiative for your department
- Recruit, select, schedule, and train volunteers for your department (if applicable)
- Engage in other Board-wide undertakings, such as strategic planning sessions and fundraisers
- Raise a minimum of \$300 for HAVEN 5k which occurs every Fall
- Foster and maintain lasting community partnerships to inform our work
- Be supportive, collaborative, and flexible
- Take on other responsibilities as they arise

**Director Position Descriptions**

**In addition to serving as a general member of HAVEN’s Student Leadership Board, each Director is responsible for creating a vision and goals for his/her department and overseeing the in-clinic and outside-of-clinic operations to achieve those goals and ensure consistent, quality patient care. Specific responsibilities pertaining to the individual departments are listed below.**

**John Jones Fellow/Executive Director (1 of 1 positions available)**

<u>Requirements:</u>	Enrollment in a health professions (MD, Nursing or PA) program for the duration of the board term (June 2024 - July 2025). Usually, this position is held by health professional students taking a research year and who have completed some clinical rotations.
<u>Time commitment:</u>	20-25 hours per week. Must be at the Clinic 1-2 Saturdays/month.
<u>Description:</u>	The Executive Directors are responsible for the operation and management of the Clinic.  Responsibilities include, but are not limited to: <ul style="list-style-type: none"> <li>● Creating HAVEN policies and determining operating procedures with the goal of sustainability and institutional continuity.</li> </ul>

	<ul style="list-style-type: none"> <li>• Promoting the development of programs and initiatives in line with the mission and vision of HAVEN and facilitating the development of quarterly goals for each department.</li> <li>• Meeting weekly with your co-directors Meeting monthly with HAVEN's Medical Directors.</li> <li>• Conducting board meetings (every 2 weeks) and Steering Committee meetings (every 3 months).</li> <li>• Meeting monthly with the Directors of each department to support departments in their initiatives and ensure follow-up.</li> <li>• Managing clinic and overseeing patient flow as Session Coordinator 1-2 Saturdays per month at the Clinic.</li> <li>• Promoting and representing HAVEN at various events (alumni events, volunteer recruitment, press interviews, conferences, etc.)</li> <li>• Promoting board member development and fostering a collaborative working environment on the HAVEN Board.</li> </ul>
*Questions? Contact:	(2023-2024 Jones Fellow) Anishaa Sivakumar <a href="mailto:anishaa.sivakumar@yale.edu">anishaa.sivakumar@yale.edu</a> Olivia Ang-Olson: <a href="mailto:olivia.ang-olson@yale.edu">olivia.ang-olson@yale.edu</a> John Cho: <a href="mailto:j.cho@yale.edu">j.cho@yale.edu</a>

**Behavioral Health (1 of 3 positions available)**

<u>Requirements:</u>	Open to any student enrolled in a Yale graduate program. We will also consider Yale College students 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. <i>Fluency in Spanish is strongly preferred.</i>
<u>Time commitment:</u>	10 hours per week. Must be at the Clinic 1-2 Saturdays/month.
<u>Description:</u>	<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.</p> <p>Specific responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Supervising volunteers who screen patients during clinic to determine program eligibility.</li> <li>• Working in collaboration with a psychiatrist and a psychologist to oversee the one-on-one psychoeducation offered to enrolled patients.</li> <li>• Training BHD volunteers on the Behavioral Health program curriculum, as well as principles of population health, quality improvement, and motivational interviewing.</li> <li>• Meeting weekly with our faculty advisors to review clinic screening, discuss program content, troubleshoot any issues, and prepare students for future program sessions.</li> <li>• Continuously seeking community resources for patients and expanding behavioral health offerings at HAVEN (i.e. substance use, smoking cessation, supporting parenting, etc.)</li> </ul>
*Questions? Contact:	Steve Li: <a href="mailto:steve.li@yale.edu">steve.li@yale.edu</a> Mirriam Mananah: <a href="mailto:mirriam.mananah@yale.edu">mirriam.mananah@yale.edu</a>

**Clinical Advisor (2 of 4 positions available)**

<u>Requirements:</u>	Completion of one full year of clinical rotations (or 6 months for MD/PhD), including one ambulatory or primary care rotation by start date (can include rising 4th/5th year medical students, MD/PhD students, and rising 2nd year specialty nursing or PA students).
<u>Time commitment:</u>	20 hours per week. Must be at the Clinic every 3 <sup>rd</sup> Saturday. Regular department and committee meetings. Start date and training will occur in May 2024 to accommodate for clinical rotations and board exam schedules.
<u>Description:</u>	<p>The Clinical Advisors are responsible for supervising all aspects of patient care (in-person and telehealth), including assisting primary medical teams with placing orders for medications, labs, imaging and referrals, as well as coordinating follow-up within HAVEN departments and outside providers. Specific responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Leading the training of Senior Clinical Team Members and Junior Clinical Team Members (three sessions per year)</li><li>• Preparing for all primary care patient visits by reviewing medical record and preparing CA Note which provides brief clinical summary of important tasks for primary team.</li><li>• Deciding on clinically appropriate reschedules for patients as needed based on clinic staffing</li><li>• Supervise and assist triage SCTM in answering patient phone calls during the week for new medical concerns or medication refills under supervision of on-call attending</li><li>• Order screening labs and imaging prior to patient encounter to ensure compliance with USPSTF guidelines.</li><li>• Triage walk-in patients</li><li>• Reviewing all lab and imaging results and following up with patients appropriately for results; also ensuring all labs ordered are returned</li><li>• Supervising a clinical communications Junior Clinical Team Member during Saturday clinic to assist in triage and informing patients of test/ imaging results</li><li>• Overseeing complex patients that are identified and followed at HAVEN.</li><li>• Working as a Senior Clinical Team Member in times of overflow as needed</li><li>• Developing and monitoring standards of patient care, as well as measures to increase efficiency and clinic flow</li><li>• Working with Clinical Quality Assurance committee to develop interdepartmental initiatives to improve patient care</li><li>• Consulting with and reviewing charts with the Referrals team to assist in specialty-care related decision making</li><li>• Participate in weekly signout with co-CA's to ensure appropriate handoffs</li></ul>
<i>* Questions? Contact:</i>	Zihan Su: <a href="mailto:zihan.su@yale.edu">zihan.su@yale.edu</a> Astrid Hengartner: <a href="mailto:astrid.hengartner@yale.edu">astrid.hengartner@yale.edu</a> Darius Mostaghimi: <a href="mailto:darius.mostaghimi@yale.edu">darius.mostaghimi@yale.edu</a> Lauren Killingsworth: <a href="mailto:lauren.killingsworth@yale.edu">lauren.killingsworth@yale.edu</a>

**Education (2 of 3 positions available)**

<u>Requirements:</u>	Any member of the Yale community. Relevant experience is preferred but not required for application.
<u>Time commitment:</u>	5-15 hours per week outside of clinic days. Lead clinic days every 1-3 Saturdays (coordinate schedule with co-directors). Lead projects for (but not limited to) department improvement, patient resources, and food insecurity.
<u>Description:</u>	<p>The Education Department provides one-on-one counseling on health and wellness, tailoring plans to patients' individual needs. We work with a variety of patients with chronic conditions, including diabetes and hypertension. We also create educational materials and assist patients with financial needs for maintaining a healthy diet. In addition, we collaborate with Community Relations and Advocacy, Medical Debt &amp; Insurance Counseling, and Social Services departments on the Food as Medicine Initiative, a program that provides financial support and nutritional resources for patients who are food insecure. Finally, our department works with the Interpreting &amp; Diversity department on providing health workshops for patients centered around diet and exercise.</p> <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 5 shifts per term, and willing to complete minor tasks outside of the clinic (5 hours/term), including mandatory training Zoom sessions. Volunteers are also expected to get access to EPIC, the electronic medical record system used widely by the Yale New Haven System, to prepare for counseling visits with patients and provide informed motivational counseling and follow-up for their patients.</p> <p>The Education Department operates on a hybrid model where visits are held with patients in-person or via telehealth. However, all volunteers are expected to be in New Haven for the entire term and able to make in-person shifts.</p>
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**Laboratory (1 of 3 positions available)**

<u>Requirements:</u>	No specific requirements other than enrollment in a health professions program. Previous phlebotomy or lab experience is not required, but would be helpful. RNs or soon-to-be RNs are encouraged to apply.
<u>Time commitment:</u>	~7 hours per week in clinic (every other week or equivalent); 1-2 hours per week outside clinic. Must be available to fulfill Lab duties outside of clinic hours.
<u>Description:</u>	<p>The Laboratory Directors are responsible for overseeing the Laboratory. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Coordinating the smooth-running of Lab from week to week, such as keeping supplies stocked, ensuring quality control, avoiding lab errors, and coordinating lab samples and results</li> <li>• Training and supervising Lab volunteers in venipuncture and lab skills, including organizing phlebotomy training sessions with an instructor each semester for new volunteers</li> <li>• Coordinating the scheduling of Lab volunteers and supervising volunteers when in Clinic</li> </ul>

	<ul style="list-style-type: none"> <li>Acting as a liaison between YNHH (where lab tests are run) and the Clinic</li> </ul>
*Questions? Contact:	Nathan Lai: <a href="mailto:nathan.lai@yale.edu">nathan.lai@yale.edu</a> Mamadou Jallow: <a href="mailto:mamadou.jallow@yale.edu">mamadou.jallow@yale.edu</a>

**Care Coordination (2 of 4 positions available)**

<u>Requirements:</u>	Open to any graduate student in a health professions program, including YSM, YSN, and YSPH. Clinical experience and knowledge preferred, though not required. Previous HAVEN experience and familiarity with clinic operations strongly preferred. Because this position continues into December 2024, students who will graduate in May 2024 are not eligible to apply. Fluency in Spanish is also preferred but not required. Applicants must have basic knowledge of Microsoft Team and/or Excel.
<u>Time commitment:</u>	<ul style="list-style-type: none"> <li>Applicants must be able to commit 10-20 hours per week</li> <li>Must do monthly in-person clinic responsibilities</li> <li>Must be able to commit to work flexibly throughout the week (e.g., evenings)</li> <li>Must lead weekly 1-on-1 volunteer meetings</li> <li>Must attend monthly department and twice monthly committee meetings</li> <li>Must be able to address urgent patient issues</li> </ul>
<u>Description:</u>	<p>The Longitudinal Care Coordination directors are responsible for managing and assuring the continuity of care for patients enrolled in the program. There are two Care Coordination pathways: Patient Navigation (non-clinical) and Longitudinal Care (provision of clinical services). The Patient Navigation pathway focuses on reducing barriers to accessing care, patient advocacy, and empowerment. Each Patient Navigation volunteer works with 3-4 patients longitudinally and helps connect these patients to care and resources to meet their medical and social goals.</p> <p>Each Director oversees a subset of the Patient Navigator team and holds weekly 1-on-1 check-ins to help set goals, strategies for meeting them, and progress benchmarks. Please note that most of the Patient Navigator work occurs outside of Saturday clinic hours. The Longitudinal Care pathway focuses on clinical care for medically complex patients. Longitudinal Senior Clinical Team Members (SCTMs) are assigned a panel of patients with whom they follow for all primary care services. In addition, the Care Coordination Directors are responsible for overseeing and improving different disease pathways, including the Diabetes Care Pathway and the Hypertension Pathway.</p> <p>Care Coordination Directors are responsible for scheduling patients and providers based on mutual availability, connecting longitudinal SCTMs with Patient Navigators, and facilitating when needed. Directors will coordinate with liaisons from the Education Department, QA/QI Department, Clinical Advisors, Patient Services Department, Pharmacy Department, and Executive Directors.</p> <p><b>The responsibilities of the Longitudinal Care Coordination director include:</b></p> <ul style="list-style-type: none"> <li>Managing the Longitudinal Care Coordination Program – a program designed to improve navigation and coordination of care for HAVEN medically and socially complex patients</li> </ul>

	<ul style="list-style-type: none"> <li>• Plan and devise program’s operations, procedures, workflow, and standards for quality of care, including volunteer standards</li> <li>• Leading and training the longitudinal care coordination volunteers in triaging and providing timely care to the patients</li> <li>• Scheduling regular meetings with the volunteers to oversee the operations of the program</li> <li>• Understanding the needs of the patients while maintaining high level of respect and confidentiality</li> <li>• Assess the regular functioning of the program and report the details to the Board and steering committees</li> <li>• Managing data and be able to implement strategies to improve the program</li> <li>• Coordinating recruitment and training of Senior Clinical Team Members who will care for patients under the Longitudinal Care Coordination Department</li> <li>• Triage urgent patients who present with Longitudinal Care Coordination-related concerns to clinic</li> <li>• Coordinate scheduling of patients with volunteers</li> <li>• Ensuring all volunteers are HIPAA-compliant</li> <li>• Develop new ideas for improved longitudinal care among patients in HAVEN</li> </ul> <p><b>Ideal Candidate:</b></p> <p>The ideal candidate for the Longitudinal Care Coordination Director position will possess some or all of the following qualities and skills. However, all interested students who are committed to the HAVEN mission are encouraged to apply.</p> <ul style="list-style-type: none"> <li>• Experience volunteering at HAVEN</li> <li>• Experience in team management</li> <li>• Experience designing and implementing studies in health care settings</li> <li>• Knowledgeable in program evaluation and clinical research methodology</li> <li>• Strong organization and leadership skills</li> <li>• Critical thinking skills</li> <li>• Compassionate nature with patient-centered care</li> </ul>
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**Medical Debt & Insurance Counseling (1 of 3 positions available)**

<u>Requirements:</u>	Open to any Yale community member.
<u>Time commitment:</u>	5-10 hours per week outside of clinic days. Weekly tasks include following up on certain patient accounts in regards to medical bills, debt, and insurance.
<u>Description:</u>	The responsibilities of the Medical Debt and Insurance Counseling Directors include: <ul style="list-style-type: none"> <li>• Coordinate Free-Care application process.</li> <li>• Resolve outstanding bills pertaining to YNHH (regardless of department) and Yale Medicine.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop a system and coordinate information for rebilling bills as HAVEN Free Clinic bills with YNHH and other appropriate contacts.</li> <li>• Develop systemic program for addressing bills not affiliated with YNHH.</li> <li>• If patients are being harassed by outside debt collectors, refer to MLP for follow-up.</li> <li>• Develop communication system with external hospital for all other bills.</li> <li>• Attend Saturday clinics to lead volunteers and to meet with patients with billing concerns.</li> </ul>
*Questions? Contact:	Claudia See: <a href="mailto:claudia.see@yale.edu">claudia.see@yale.edu</a> Antony Lin: <a href="mailto:antony.lin@yale.edu">antony.lin@yale.edu</a> Joanna Chen: <a href="mailto:joanna.li.chen@yale.edu">joanna.li.chen@yale.edu</a>

#### Pharmacy (4 of 6 positions available)

<u>Requirements:</u>	The positions are open to any students in a health professions school (YSM, YSN, PA Program, YSPH). We will also consider all other members of the Yale community who have prior clinical experience (e.g. EMT, LVN, Medical Assistant, Pharmacy Tech, etc.)
<u>Time commitment:</u>	15 - 20 hours per week, every other week: <ul style="list-style-type: none"> <li>• Directors are each expected to be in Clinic every other weekend, or the equivalent. For Pharmacy, Clinic typically runs from 8:00am to 3:00pm (8+ hours).</li> <li>• Non-clinical responsibilities typically take 5+ hours per week, on average.</li> </ul>
<u>Description:</u>	The Pharmacy Directors are responsible for ensuring that the Clinic's patients are able to obtain appropriate medications. Their responsibilities include: <ul style="list-style-type: none"> <li>• Budgeting, sourcing, logging, and maintaining the pharmacy inventory of supplies and medications</li> <li>• Dispensing in-house medications during clinic; assisting medical teams with finding affordable drug options for patients</li> <li>• Coordinating pharmacy donation deliveries with Direct Relief, Americares, and the DPH; Purchasing OTC medications within the Pharmacy Budget.</li> <li>• Overseeing the pharmacy volunteers, including liaising, scheduling, and training</li> <li>• Managing the Clinic's BLINK Health account; researching ways to better operationalize the platform to meet patient needs</li> <li>• Following up with patients and clinical teams to ensure medications are delivered</li> </ul>
*Questions? Contact:	Rebecca Li: <a href="mailto:rebecca.li@yale.edu">rebecca.li@yale.edu</a> Andy Gu: <a href="mailto:andy.gu@yale.edu">andy.gu@yale.edu</a> Joo Un Lee: <a href="mailto:jooun.lee@yale.edu">jooun.lee@yale.edu</a> Nafisa Kabir: <a href="mailto:nafisa.kabir@yale.edu">nafisa.kabir@yale.edu</a> Nowshin Islam: <a href="mailto:nowshin.islam@yale.edu">nowshin.islam@yale.edu</a> Matthew Liu: <a href="mailto:matt.liu@yale.edu">matt.liu@yale.edu</a>



**Public Relations (1 of 1 positions available)**

<u>Requirements:</u>	Open to any Yale community member.
<u>Time commitment:</u>	5-10 hours per week
<u>Description:</u>	<p>The responsibilities of the Public Relations Director include:</p> <ul style="list-style-type: none"> <li>• Collaborate with the Student Recruitment &amp; Relations Director to reach out to various Yale schools and beyond to recruit volunteers</li> <li>• Work with other board directors and the Executive Directors on various graphic design projects such as flyers, brochures, notices, clinic decorations, etc.</li> <li>• Develop and distribute the monthly volunteer newsletter</li> <li>• Maintain HAVEN's social media presence on Facebook and Instagram</li> <li>• Support the Sustainability and Development committee with designing materials for the annual 5K and other fundraising efforts</li> <li>• Work with the Office of Alumni Affairs and Development at Yale and others to develop strategies to increase alumni engagement, such as the annual report or creating an annual alumni newsletter</li> <li>• Seek ways to promote the clinic, such as writing articles, reaching out to local news sources, etc.</li> </ul>
<i>*Questions? Contact:</i>	Nicole Showalter: <a href="mailto:Nicole.Showalter@yale.edu">Nicole.Showalter@yale.edu</a>

**Quality Assurance/Quality Improvement (1 of 2 positions available)**

<u>Requirements:</u>	Prior volunteering experience in HAVEN (any department) of at least one semester. Applicants must have commitment to health justice work and our patient population. Experience using Microsoft Teams, statistical analysis software, program evaluation, and clinical research methodology will be helpful but not necessary.
<u>Time commitment:</u>	10-15 hours per week. Attending/leading weekly project meetings, attending ad-hoc meetings with other department directors and other personnel, attending/leading QA/QI monthly meetings, and leading CQA biweekly.
<u>Description:</u>	<p>The responsibilities of the QA/QI Director include:</p> <ul style="list-style-type: none"> <li>• Leading CQA (Clinical Quality Assurance) Committee, an interdepartmental committee made up of HAVEN Directors that meets every two weeks to discuss interdepartmental problems, updates, and projects.</li> <li>• Managing QA/QI volunteers to implement quality improvement initiatives prioritized by the leadership team and reporting back to CQA and/or Board</li> <li>• Leading annual Strategic Retreat and providing accountability for the strategic goals created by each department</li> <li>• Meeting with department directors to set future directions and create SMART goals</li> <li>• Serving as a point of contact for anyone interested in conducting research at HAVEN and overseeing all research and data collection within clinic per the research policy guidelines</li> <li>• Synthesizing clinical outcome metrics (including patient satisfaction data) and supporting the annual creation of a report to donors in conjunction with Jones-Fellow</li> <li>• Designing interventions based on data collected about clinical outcomes, clinic workflow, and patient and volunteer satisfaction</li> </ul>

	<ul style="list-style-type: none"> <li>Assessing the impact of volunteering on individuals' likelihood to pursue future work in primary care and community health</li> </ul>
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### Referrals (1 of 3 positions available)

<u>Requirements:</u>	No specific requirement. Clinical experience will be considered an asset but not a requirement.
<u>Time commitment:</u>	10 hours per week. Must be at the Clinic virtually one of every three Saturdays, rotating with the other directors, and follow-up on patients during the week.
<u>Description:</u>	<p>The Referrals Directors orchestrate specialty care, ranging from surgery to gynecology, for any HAVEN patient in need of services beyond the scope of primary care. Each Referrals Director coordinates a set of cases with specific providers and works closely with a team of volunteers, who facilitate patient communication.</p> <p>The three Referrals Directors divide case responsibilities by specialty. The Referrals Directors also split up attending Clinic virtually on Saturdays, where they ensure that clinical teams are aware of and able to access the specialty services that the Clinic offers.</p> <p>In addition to being on Clinic duty one of every three Saturdays, these positions require a significant amount of time during the week to:</p> <ul style="list-style-type: none"> <li>Oversee the logistics of the various referrals services including referral approval, appointment scheduling, and results follow-up</li> <li>Manage volunteers who communicate with patients to confirm specialty appointment dates, provide reminders to ensure attendance, and troubleshoot any patient questions or concerns</li> <li>Coordinate with MDIC regarding applications for financial assistance</li> <li>Ensure that patients and clinical team members are informed about the details and results of their appointments</li> <li>Plan and coordinate specialty screening days in clinic (e.g. general surgery, neurology, and dermatology) to provide access to high demand services</li> <li>Recruit specialist providers for new specialties or when a current provider can no longer work with HAVEN, and troubleshoot any issues arising with existing providers</li> </ul>
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### Social Services (2 of 3 positions available)

<u>Requirements:</u>	Open to any Yale community member. Graduate or health professions students may be given preference.
<u>Time commitment:</u>	7-10 hours for virtual and/or in-person clinic on most Saturdays, plus 5-8 hours per week outside of clinic. Follow-up on patients during the week varies, and often requires phone calls and emails M-F during business hours.
<u>Description:</u>	The Social Services Directors are responsible for:

	<ul style="list-style-type: none"> <li>• Scheduling, training and supervising the Social Services volunteers. This includes developing training tools each term, and updating ongoing resource reference materials for volunteers.</li> <li>• Assisting volunteers with documenting patient interactions and formulating an appropriate follow up plan for each patient.</li> <li>• Maintaining an internal Social Services patient needs and quantitative data tracking system, while updating EPIC electronic health records.</li> <li>• Building internal Social Services patient trackers by detailing action items for scheduled patient visits, coordinating unscheduled patient encounters with other HAVEN departments, and researching personalized resource requests.</li> <li>• Monitoring both tele-health and in-person clinic operations, and virtual patient tracking and follow-up systems.</li> <li>• Following active/urgent patient cases outside of clinic hours. This involves contacting other primary care clinics, social services agencies, and patients. Directors can delegate follow-up to volunteers if sufficiently supervised.</li> <li>• Acting as care coordinators for patients by following up on open interactions with both clinical and ancillary HAVEN departments and coordinating with Patient Services to refer and schedule appointments for patients accordingly.</li> <li>• Maintaining updated lists of community resources, cultivating ongoing relationships with community partners, and actively seeking out new resources and contacts for patients. This sometimes requires video conferencing or going off campus during the week (mostly during normal business hours).</li> <li>• Learning about the various federal, state, and community-based programs available for low-income adults, children, and families, and corresponding requirements for eligibility.</li> <li>• There is an expectation that Directors will dedicate time both in and out of clinic to improving the services we offer, in addition to performing their required weekly duties.</li> </ul>
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**Sexual and Reproductive Health (1 of 3 positions available)**

<u>Requirements:</u>	Requirements include enrollment in a clinical health professional program (NP, PA, MD or MD-PhD) <b>and/or</b> prior experience in reproductive health. Candidates with experience and coursework in reproductive health topics, including contraception and sexually transmitted infections (STIs), will be prioritized. Proficiency in Spanish is helpful, but not required.
<u>Time commitment:</u>	7-15 hours per week (variable), including academic breaks. One Sexual and Reproductive Health Co-Director must be in clinic, each Saturday. On scheduled Saturdays, this is a dedication of 6-8 hours. In addition to the general board member responsibilities detailed above, at least 5 hours per week will be dedicated to quality improvement/resource development, volunteer oversight, patient triage/follow-up, and working with other HAVEN departments (e.g., Patient Services, Pharmacy, Referrals, Social Services, MDIC, Clinical Advisors).
<u>Description:</u>	The Sexual and Reproductive Health Directors are responsible for: <ul style="list-style-type: none"> <li>• <b>In clinic:</b> <ul style="list-style-type: none"> <li>◦ Overseeing all departmental clinic day workflow logistics and overseeing role execution and provide guidance to clinical</li> </ul> </li> </ul>

	<p>members of team (SCTMs, JCTMs and RHD Care Coordinators) including:</p> <ul style="list-style-type: none"> <li>• Assisting SCTMs in providing reproductive health education, counseling, and resources to HAVEN patients. Topics include contraception counseling, STIs, abnormal test or imaging results, hormone therapy (menopause or gender affirming care), pregnancy options, fertility and menopause counseling.</li> <li>• Consulting and coordinating with other HAVEN departmental directors if patient care needs lie outside of our department's scope (i.e. Labs, Medical Billing, Legal Help, non-sexual and reproductive health concerns)</li> <li>• For non-RHD patients - provide additional counseling and educational resources to patients that consult us for sexual or reproductive health concerns.</li> <li>• Overseeing procedural logistics (IUD and Nexplanon placements). <ul style="list-style-type: none"> <li>o Monitoring and re-ordering to maintain RHD supply / instrument inventory</li> <li>o Monitoring clinic-wide pregnancy testing and providing counselling based on patient goals</li> </ul> </li> </ul> <p>• <b>Post clinic, during week:</b> Patient follow-up calls as needed during the week (i.e. counseling, triaging, refilling meds, etc.). May include discussing results/plans of care with attendings and following EPIC messaging closely for normal and abnormal results. May include working with ancillary departments.</p> <p>• <b>Pre-clinic, during week:</b> Preparation of clinic patient list and communicating with volunteer team on duty by mid-week regarding patient assignments. Calling patients for pertinent pre-appointment reminders 1) get pre-appt labs or 2) taking pain meds if getting a procedure.</p> <ul style="list-style-type: none"> <li>• Volunteer management, including selection, training, and scheduling.</li> <li>• Reviewing and updating protocols and resources: <ul style="list-style-type: none"> <li>o Maintaining or Generating the Reproductive Health Department electronic resources, including Teams resources and patient tracking</li> </ul> </li> <li>• Collaboration with HAVEN departments: <ul style="list-style-type: none"> <li>o Working closely with the Clinical Advisors, Education, Social Services, and Referrals directors to develop programming and resources to expand and improve reproductive health at HAVEN.</li> </ul> </li> <li>• Meeting once a month with Reproductive Health attending &amp; Medical Director, Ami Marshall, APRN.</li> </ul>
<p>*Questions? Contact:</p>	<p>Bridget Chen: <a href="mailto:bridget.chen@yale.edu">bridget.chen@yale.edu</a>  Roselyn Terrazos-Moreno: <a href="mailto:roselyn.terrazos-moreno@yale.edu">roselyn.terrazos-moreno@yale.edu</a></p>