



City and County of San Francisco

**San Francisco Department of Public Health  
Transitions Division  
Street Medicine and Shelter Health**

Barry Zevin MD

Medical Director

50 Dr. Tom Waddell Place (aka 50 Ivy St)

San Francisco, CA 94102

(415) 355-7555 main phone

(415) 355-7520 message phone

(415) 355-7404 Fax

## JOB DESCRIPTION

**Job Title:** Health Worker II (2586)

**Program:** SFDPH Street Medicine and Shelter Health

**Reports To:** Street Medicine and Shelter Health Program Manager, Jeff Simbe

## JOB SUMMARY:

Street Medicine and Shelter Health is a Whole Person Care model that works collaboratively in small teams to engage and stabilize high risk and high vulnerability adult homeless individuals and to help prevent harmful effects of homelessness, establish care for chronic conditions and transition patients to effective healthcare.

The Health Worker II is a member of a multidisciplinary team that includes Physician Specialists, Community Peer Workers, Registered Nurses, Primary Care Physician, Family Nurse Practitioner and Psychiatrist. Street Medicine works very closely with San Francisco Homeless Outreach Team including social workers, outreach workers, case managers, and other staff.

The Health Worker II is an essential staff member in the Low Barrier to Medications for Addiction Treatment (LBMAT) Program. This initiative expands access and reduces barriers to people experiencing homelessness with substance use disorders.

**Working Conditions:** This position requires employees to work directly with individuals in the community and in settings including respite facilities, hospitals including locked psychiatric facilities, shelters, navigation centers, streets and parks, and. The population served is people who are experiencing homelessness and includes individuals with mental health disorders, substance use disorders, cognitive impairments, and medical conditions. These positions may also require exposure to inclement weather conditions and/or heavy lifting.

**LOCATION:** Various San Francisco Shelters, Navigation Centers, Hummingbird Place and other sites where homeless individuals served by Street Medicine and Shelter Health may be. Office work takes place at Hummingbird Place Psychiatric Respite and Street Medicine and Shelter Health offices currently at 50 Dr. Tom Waddell Place (50 Ivy St.) and 101 Grove St. San Francisco, CA 94102. Extensive out of office work is required in San Francisco streets and parks, shelters, navigation centers, SRO's, etc. where our Street Medicine and Shelter Health Health Worker and peer staff are working

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**SHIFT:** Hours may vary and evening and weekend shifts may be required

**ESSENTIAL DUTIES:**

Under the supervision of the Street Medicine Shelter Health, Health Worker Supervisor the Health Worker II performs the following essential duties:

- Clinical Support to navigation center nursing and medical staff (supervising clients waiting, organizing patient flow, crowd management)
- Performs brief interviews with patient gathering demographics and chief complaint before seen by clinic provider
- Performs clinical duties (e.g., taking and logging vital signs, delivering laboratory specimens) to support site functions
- Provides information and referrals to clients, as needed
- Health Education to clients and shelter staff
- Arrange for client transport to medical facilities, (HOT, taxi, assist with bus routes including escorts as needed)
- Assist with and track linkage to primary care (schedule appointments, reminders, follow up and escorts)
- Prepares clinic for operation (e.g., stocking supplies, ordering and picking up medications)
- Serves a liaison with host agency management and staff (navigation center supervisors and staff)
- Arranges client case conferences and in-services with community partners
- Organizes and supports staff trainings client teaches
- Serves as a liaison to medical and nursing students and volunteers
- Participates in staff meetings and case conferences;
- Hospital/SNF/Respite visits to clients at those sites
- Work closely with the street medicine and shelter health medical team and SFHOT case management, dispatch, outreach and transport staff
- Documentation in medical record as appropriate
- Assist with data collection
- Administrative duties as needed to support clinical operations
- Outreach to homeless individuals who are using Psychiatric Emergency Services (PES) and other ZSFGH services
- Completion of assessment for each individual (may occur over time and several encounters)
- Create and periodically review an individualized WPC intervention plan and modify as needed
- Provides care coordination to an assigned caseload
- Collaborates with team members and other providers to implement WPC intervention plan
- Participates in clinical and non-clinical team meetings, supervision meetings, case conferences, staff meetings, in-service training and other staff development activities
- Uses electronic health records, other electronic communications systems, phone, email, in person meetings to coordinate care
- Educates individuals about interventions that may improve their health
- Practices motivational techniques with individuals to assist them in making changes to improve their health

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- Prepares and accompanies individuals to appointments for health and non-health services
  - Navigates patients through challenges in seeking health and non-health related services
  - Maintains timely administrative and service documentation
  - Develops and maintain clear, open, timely, cooperative, and diplomatic communications and working relations with all staff, consumers, and partner agencies
  - Performs other related duties as assigned / required.

### **Values, Knowledge, Skills, and Abilities**

Values: Patient centered, trauma informed, commitment to possibility of positive change at individual and system level, curiosity, creativity, tenacity, and kindness

Knowledge of: the ethnic, economic and social factors effecting high risk / high vulnerability homeless individuals; the ability to read, speak, and write English; health problems prevalent in the homeless population and resources available for their stabilization; community services and agencies; the principles of harm reduction, multidisciplinary team work; the health and problems of people with chronically illness, disabilities;

Ability and Skill to: assume a high degree of responsibility, work independently and as a team member; undertake inreach, outreach, and care coordination duties; provide effective liaison between staff, patients, and collaborating programs and organizations.

### **Minimum Qualifications:**

Education, License, and Certification:

None

Experience:

1. One (1) year of verifiable experience within the last five (5) years, performing a combination of at least **two (2)** of the following duties:

- Serving as a liaison between targeted communities and healthcare agencies;
- Providing culturally appropriate health education/information and outreach to targeted populations;
- Providing referral and follow up services or otherwise coordinating care;
- Providing informal counseling, social support and advocacy to targeted populations;
- Escorting and transporting clients;
- Providing courier/dispatcher functions;
- Performing pre-clinical examinations of vital statistics, such as measuring a patient's weight, height, temperature and blood pressure.

Substitution:

Possession of a Community Health Worker Certificate from City College of San Francisco can substitute for 6 months of experience for minimum requirement #1.

### **DESIRED QUALIFICATIONS:**

- Experience, training, and desire to work with homeless individuals with complex mental health, medical, substance use, and social conditions

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- Knowledge of community resources and experience in community settings.
  - Conflict resolution and de-escalation skills.
  - Customer service orientation.
  - Excellent problem solving skills, Analytical ability and skills to handle complex organizational and clinical issues.
  - Certification or experience in drug and alcohol counseling.
  - Excellent oral and written communication skills
  - Ability to build strong working relationships with colleagues and community partners
  - Ability to work well with diverse staff, collaborators, and patients including cultural, language, sexual identity, gender and other diversity considerations
  - Ability to work as part of a team, prioritize and handle multiple tasks and to work independently in a high pressure environment
  - High level of accountability, with the ability to work independently and cooperatively.
  - Excellent attendance record
  - Bilingual, bicultural in Spanish or Cantonese/Mandarin.
  - Previous experience or training in harm reduction
  - Experience and training in street outreach and healthcare for homeless people.
  - Experience with electronic health records, documentation and billing procedures.
  - Ability to work with electronic and computer systems including word processing, spreadsheets, databases, presentation, and other relevant software