



CASA de SALUD
Always by Your Side

Director of Programs

ABOUT CASA DE SALUD

Casa de Salud (Casa) delivers high quality clinical and mental health services for uninsured and underinsured patients, focusing on immigrants and refugees who encounter barriers to accessing care. Casa's vision is to combine low-cost access to treatment with a focus on long-term prevention that results in better health and lower costs. Casa is unique in that it is the only organization in the region that offers the new immigrant community low-cost access while also acting as a portal to other services through our collaboration with numerous health and social service organizations throughout the metro St. Louis area.

DEPARTMENTS

Clinic

The clinic team includes staff, volunteer providers, and interpreters. Together they work to deliver high quality, HIPAA-compliant, culturally appropriate, and coordinated on-site clinical care for a diverse patient population. More than 40 health care professional volunteers provide medical care to our patient population.

GUIA (Guides for Understanding Information and Access)

GUIA is a team of case managers that provide health education, self-care management, and patient advocacy services at Casa de Salud. Each GUIA works with individual patients to help them overcome barriers to health care. GUIAs set up and attend medical appointments with patients, ensure follow-up care is scheduled, and assist with the financial aid process. The GUIA team also promotes prevention through education and home visits that provide crucial health and wellbeing information. Together with our partners, GUIAs work to create systemic change that ensures access and equity in health provision in our region.

Mental Health Collaborative (MHC)

The MHC convenes community partners to provide on-site mental health services. Services are provided through an innovative, coordinated on-site referral model. Our staff focuses on access to care by facilitating intake, coordinating partner and client schedules, and providing administrative support. MHC partners encompass a variety of approaches to therapy and include both non-profit agencies and private practitioners.

RESPONSIBILITIES

Direct Supervision

- Clinic Coordinator (Lead Nurse)
 - Supervises the Lead Nurse who is responsible for the clinic's operations, staffing, and quality control
 - Supports the Lead Nurse to maintain clinical standards, CLIA requirements, OSHA standards, and other compliance measures
 - Works with the Lead Nurse to provide oversight for lab testing, as needed
 - Provides guidance and support to ensure the clinic's services are highly accessible, excellent quality, and aligned with organizational mission
- Patient Care Coordinator
 - Supervises the Patient Care Coordinator who is responsible for the quality and continuity of care for Casa's patients and clients
 - Works with the Patient Care Coordinator to ensure staffing of Casa's reception is sufficient to ensure quality and continuity of care
 - Provides guidance to the Patient Care Coordinator in their collaboration with staff and volunteers across departments
- GUIA Coordinator
 - Supervises the GUIA Coordinator who is responsible for operations, staffing, and quality within GUIA
 - Supports the GUIA Coordinator with complex cases requiring high-level advocacy among health systems
 - Provides guidance and support to ensure GUIA's services are highly accessible, excellent quality, and aligned with organizational mission
- MHC Coordinator
 - Supervises the MHC Coordinator who is responsible for operations, staffing, and quality within the MHC
 - Supports the MHC Coordinator with developing and maintaining on-site referral and educational partnerships
 - Provides guidance and support to ensure the MHC's services are highly accessible, excellent quality, and aligned with organizational mission
- Community Engagement Coordinator
 - Supervises the Community Engagement Coordinator who is responsible for the ensuring volunteer support for each of Casa's departments
 - Collaborates with the Community Engagement Coordinator and Medical Directors to ensure credentialing of all health care providers
 - Supports clinic orientation, training, and ongoing supervision of volunteers, health care providers, and other clinic staff
 - In collaboration with the CEO, supports the community engagement coordinator in effective outreach and community relationship building

Program Coordination

- Develops appropriate programmatic targets for all departments and tracks monthly performance
- Regularly meets with coordinators to review performance
- Fills essential duties during coordinator absences
- Manages contracts, MOUs, grants management, budgeting, with support of accounting staff
- Develops and maintains educational partnerships including drafting and compliance with affiliation agreements and facilitates student evaluations
- Supervises Master's level interns and practicum students
- Ensures electronic medical records are up to date
- Communicates in-service staff training needs to CEO
- With CEO, develops and maintains partnerships with regional health care (e.g., IHN, RHC, local DOHs), social service, and community agencies
- With CEO, develops and implements new programs and organizational initiatives
- With Development Coordinator, supports grant writing and reporting

ESSENTIAL QUALIFICATIONS

- Oral and written fluency in English required; oral proficiency in a second language strongly preferred
- Bachelor's degree or equivalent experience required; Master's degree preferred
- Demonstrated leadership and personnel management skills
- Commitment to working with medically underserved patient populations
- Strong interpersonal skills and ability to communicate effectively with organizational leadership, Casa medical providers, patients from diverse backgrounds, and colleagues from within and outside the organization
- Strong, collaborative, problem solving skills
- Ability to handle high work volume, prioritize urgent issues, and remain focused on full scope of tasks
- Good fit with a dynamic and growing nonprofit organization
- Proficiency in Microsoft Excel and Word
- Experience with electronic medical record documentation preferred, and ability to learn to use Casa's electronic medical record required

WORKING CONDITIONS

- Work is performed in a typical clinic and office environment
- Occasional evening and weekend activities
- Average physical effort with some handling of light weights such as supplies or materials on an infrequent basis (10-15 pounds)

BENEFITS

- Medical, dental, and vision insurance
- 401(k) with employer match
- Paid holiday, vacation, and personal days

APPLICATION INFORMATION

Casa de Salud considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

Position is open until filled; first reviews begin immediately.

Interested applicants should send a cover letter and resume to Diego Abente at info@casadesaludstl.org or 3200 Chouteau Ave. St. Louis, MO 63103.

www.casadesaludstl.org