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## VICE-PRESIDENT FOR OPERATIONS

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### **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 OF THE VICE PRESIDENT FOR OPERATIONS**

- Regularly meets with coordinators to review performance and programmatic targets
- Fills essential duties during coordinator absences
- Supervises Master's level interns and practicum students
- Ensures electronic medical records are up to date
- Attends staff meetings (monthly) and communicates staff needs to CEO
- With CEO, develops and maintains partnerships with community and social service agencies, as well as with health care providers and educational institutions.
- With CEO, develops and implements new programs and organizational initiatives

Casa Coordinators report directly to the Vice-President for Operations. Details of the coordinator responsibilities are available upon request.

### **QUALIFICATIONS**

- Oral and written fluency in English required; oral proficiency in a second language strongly preferred
- Master's degree or equivalent experience required
- Demonstrated leadership and personnel management skills
- Commitment to working with medically underserved patient populations
- Strong interpersonal skills and ability to communicate effectively
- Strong, collaborative, problem solving skills
- Ability to handle high work volume, prioritize urgent issues
- 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



**CASA de SALUD**

Always by Your Side

**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](mailto:info@casadesaludstl.org) or 3200 Chouteau Ave. St. Louis, MO 63103.

[www.casadesaludstl.org](http://www.casadesaludstl.org)