



Project HEALTH Family Help Desk Manager – Bellevue Hospital Center, New York

Project HEALTH works to break the link between poverty and poor health by mobilizing college students to provide sustained public health interventions in partnership with urban medical centers, universities, and community organizations. Project HEALTH volunteers run clinic-based Family Help Desks to address families' unmet resource needs by connecting them with government and community resources. Project HEALTH now has sites in Boston, Baltimore, Chicago, New York, Providence, and Washington D.C.

Project HEALTH is seeking a highly effective candidate to contribute his/her energy, passion, and skills to the growing management team of Project HEALTH's New York site. This position will be based out of Bellevue Hospital's Department of Pediatrics and oversee a team of volunteers serving families in two clinical sites. The ideal candidate will have exceptional communication skills and will ensure mutual respect and understanding among families, volunteers, and providers.

This position provides an opportunity to help realize Project HEALTH's potential during a critical phase in our organizational development. To this end, the Family Help Desk Manager must be highly organized and able to manage multiple priorities effectively, as well as have the ability to identify, initiate, and implement innovative solutions that will enable Project HEALTH to realize its vision for quality and growth.

This is a full-time position with a minimum two-year commitment reporting to the New York Executive Director. Key responsibilities of the Family Help Desk Manager include:

Provide Case Management Oversight & Ensure High-Quality Service Delivery

- Assist in developing client intake protocols and guidelines for volunteers' caseload responsive to complexity of clients' needs;
- Conduct weekly review of each volunteer's case load to ensure appropriate resource referrals, including proper identification of cases requiring referral to legal and/or social work services;
- Monitor and facilitate volunteers' communication with the health care team regarding clients;
- Observe and evaluate volunteers' performance at the Family Help Desk;
- Audit active and inactive cases to ensure volunteer training goals and objectives are met; and
- Ensure compliance with performance and reporting standards as defined by Project HEALTH.

Ensure Strong Clinic & Partner Relationships

- Ensure effective integration of Family Help Desk into clinical sites, including overseeing clinic communication and referrals to the Desk, volunteers' use of the electronic medical record, etc.;
- Participate as a full member of the clinic team, including participating in team meetings;
- Oversee referrals and other communication with community- and hospital-based service providers;
- Manage limited client caseload to ensure (1) continuity of Family Help Desk services during breaks in the academic calendar and (2) appropriate management of complex Family Help Desk cases.

Volunteer Training and Coaching

- Work with New York Executive Director in developing and implementing volunteer training curriculum, focusing on program operations and Desk protocols
- Collaborate with Family Help Desk's volunteer leadership in assessing outcomes data and identifying and implementing program innovations

QUALIFICATIONS

- B.A. or B.S. required; advanced degree in related field preferred
- Demonstrated experience successfully managing a team of young staff or volunteers
- Experienced professional, with strong track-record working with community agencies and/or performing case management in clinic or other setting
- Exceptional communication and interpersonal skills, self-direction, flexibility, and leadership abilities
- Strong interest and experience in working with and developing emerging leaders
- Ability to interact effectively with multi-disciplinary team members

CONTACT

Please submit a resume, cover letter, writing sample, and list of three references to Stephanie Gould, Project HEALTH Administrative Assistant, gould@projecthealth.org. Applications reviewed on a rolling basis.