Healthcare Assistant
Women’s Mental Health Shelter at the Park Avenue Armory

Lenox Hill Neighborhood House, widely recognized as one of New York’s premier human services providers, is a 128-year-old settlement house that provides an extensive array of effective and integrated services—social, educational, legal, health, housing, mental health, nutritional and fitness—which significantly improve the lives of 16,000 people in need each year, ages 3 to 103, on the East Side of Manhattan. Our clients include older adults, homeless and formerly homeless adults, children and families, recent immigrants, disabled persons, adult learners and more. For more information on Lenox Hill Neighborhood House, please visit lenoxhill.org and check us out on Facebook or Instagram.

Located on the Upper East Side of Manhattan in the historic mixed-used Park Avenue Armory, Lenox Hill Neighborhood House’s Women’s Mental Health Shelter is a 24-hour program that addresses the critical issues facing 80 homeless women, age 45 and over, who have histories of mental illness. Through a comprehensive continuum of care and programming that includes social work services, medical, nursing and psychiatric care, specialized peer support, housing placement, benefits assistance, arts and recreation and food and nutrition programs, our talented, multi-disciplinary team which includes social workers, mental health clinicians, nurses, psychiatric providers, peer advocates and program assistants, helps clients to transition from homelessness to permanent housing.

Reporting directly to the Director of Psychiatric Services, we are seeking a Healthcare Assistant, to join our multi-disciplinary team and be an integral member in caring for at-risk women in our Women’s Mental Health Shelter. The Healthcare Assistant will have primary responsibility for supporting all mental and physical health care efforts provided by the Women’s Mental Health Shelter by providing key administrative, clerical, customer service and health focused interventions. Candidates must have knowledge of, and interest in, the New York City healthcare system, barriers to treatment and the challenges of structural racism and health inequalities which impact the care and treatment of the clients we serve.

The Healthcare Assistant will:

- Provide ongoing health education, engagement and wellness support opportunities to clients and community
- Manage self-administered medication monitoring system for clients as assigned, including receiving and reviewing prescriptions and medications, ordering medications from pharmacy, safe storage of medications, ensuring that clients have supply and access to medications, monitoring for side effects and reporting to prescribing provider
- Interface daily with clients by providing excellent customer service by greeting and orienting clients, fielding questions and responding to client healthcare needs
- Participate in and coordinate collaborative healthcare projects hosted internally and in conjunction with external partners
• Assist in triaging psychiatric, medical and substance use crises, including Covid-19 response, and concerns to appropriate providers, medical placements and coordinating recommended appointments
• Participates in weekly clinical and team meetings and is in communication daily with the Shelter Team to assist in coordination of care for identified high-risk clients
• Assist in deescalating on-site crises and conflicts by providing problem-solving and conflict resolution to clients
• Timely maintain and input accurate case records in associated databases
• Responsible for overall organization of the on-site nursing office and related supplies to ensure a safe and clean environment
• Help facilitate day-to-day operations of our Women’s Mental Health Shelter and ensure they are conducted in accordance with our high-performance standards and government regulations
• Collaborate with Lenox Hill Neighborhood House’s staff from a variety of departments and disciplines
• Complete all other responsibilities and duties as assigned by Director of Psychiatric Services

Qualifications:
The ideal Healthcare Assistant thrives in a highly social and busy community setting and is willing and able to work a fast-paced schedule that will include evenings and weekends and some holidays given our 24/7 operating schedule and the expansive needs of our clients. This position’s schedule is currently set on a Tuesday through Saturday schedule. The ideal candidate will demonstrate excellent interpersonal and relationship building skills, organizational and computer skills, and the ability to communicate clearly both in writing and verbally. A minimum of one year of relevant experience as a medical assistant or in the field of homelessness, mental health, substance abuse, healthcare or residential support is required. High school diploma or GED required; Bachelor’s Degree preferred. Certification as a Medical Assistant welcome, but not required. A successful candidate will demonstrate the ability to respond sensitively to the needs of our client and the ability to work both independently and as part of a team in a fast-paced environment. Fluency in Spanish is preferred. This is a 1199SEIU union position with competitive salary and a comprehensive benefits package.

To Apply:
Applicants should send a cover letter, resume and list of references to shelterposition@lenoxhill.org. Applications will be accepted on a rolling basis until the position is filled. No telephone calls please.

At Lenox Hill Neighborhood House we value respect, diversity and integrity. We are an equal opportunity employer. Lenox Hill Neighborhood House prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status or any other characteristic protected by law. Lenox Hill Neighborhood House conforms to the spirit as well as to the letter of all applicable laws and regulations. The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between Lenox Hill Neighborhood House and its colleagues.

Lenox Hill Neighborhood House is a client-facing and essential community-serving organization. To keep our clients and our colleagues safe, and to comply with various governmental contractual requirements, all new employees must be fully vaccinated against Covid-19 (except where valid medical exemptions apply) and will be required to submit proof prior to the time of onboarding.