Job Title: Director of Patient Care  
Department: Patient Care  
Status: Exempt (salaried and not eligible for overtime)  
Location: Primarily at PSM Administrative Offices; some local travel throughout the city of Portland to community sites required. (2717 NE Broadway Street)  
Work Schedule: Full-time, 40 hours/week, exempt; Flexible schedule, part remote, part at PSM Admin Offices. Some nights and weekends may be required; Some local travel throughout the county to community sites may be required.  
Salary Range: $160,000 - $173,000 per year, depending on experience  
Benefits: PSM offers a full range of benefits including 100% employer-paid health and dental insurance; generous time off; retirement plan contribution match of 3%; and a dedicated professional development fund.  
Reports To: Executive Director  
Supervises: Patient Care Workforce (both staff and volunteer).  
Date of Description: 9/14/2023  
Application Deadline: 11:59pm, Sunday, November 26, 2023. Desired start date: Early 2024. Early application is encouraged. There is also no such thing as the perfect candidate, so please apply even if you don’t meet all the requirements. Just use your application materials to share the transferrable skills, experiences, and qualities you bring to the table!

This is the first time Portland Street Medicine (PSM) has had a full-time Director of Patient Care (DPC) position available. This is your chance to apply your experience and skills to support an impactful Patient Care program comprised of both staff and volunteer positions. Help us advance our work in improving the health and wellbeing of our houseless neighbors through relationship, trust, and care.

ABOUT PORTLAND STREET MEDICINE
Portland Street Medicine is a coalition of 140+ volunteer clinicians, care coordinators, and concerned community members dedicated to providing quality medical care and social services to Portlanders who are unhoused. Our staff team of 16 individuals works together to bring street medicine services to over 3,000 patients each year. We meet people where they live—in tents, under bridges, and wherever humanity seeks shelter. Our vision is to offer no barrier, holistic services that restore trust and build relationships to bridge people to care that is otherwise inaccessible to them. We deliver high-quality, reliable healthcare and social services by building trust through empathy and continuity. Homelessness is a crisis of humanity. Imagining a solution to this crisis can be immobilizing. Portland Street Medicine is taking action. All persons of every race, ethnic background, spiritual belief, economic status, gender identity, sexual orientation, age or personal ability, are equally affirmed and welcomed at Portland Street Medicine.

POSITION OVERVIEW
The Director of Patient Care (DPC) is responsible for leadership and oversight of the Portland Street Medicine (PSM) workforce and effort that provides direct care to patients. (The Patient Care workforce is comprised of both volunteers and paid staff.) The person in this position uses their clinical experience and training as well as
their knowledge of the nuances of street-based health care to manage and assist the team; provides day-to-day support for medical triage; develops and refines PSM systems of care delivery – including setting, implementing, and upholding standards of care for street practice. The DPC works alongside other PSM leadership in the domains of development, administration, logistics and programs – all in coordination with the Executive Director.

The work can be divided into five key areas:

1. **Medical oversight of volunteers and staff:**
   Provides direct oversight and supervision to Patient Care Team (staff currently includes a PA-C, RN, Social Worker, Peer Support Specialist, Peer Resource Navigator) and Rounding Volunteers (Providers, Nurses, Social Workers, Scribes, Drivers, Goodwill support). Meets with Patient Care staff carrying patient panels to review ongoing care plans and to facilitate coordination with other services (social, behavioral, healthcare, etc). The DPC helps with clinical/medical decision making and triage of referrals. Performs regular chart reviews and addresses patient care concerns with staff and volunteers as necessary. While on Rounds, or in the field, the DPC provides real-time clinical decision support to volunteers and staff.

2. **Medical education and protocol development**
   Assists with the training of Patient Care staff and volunteers. Provides ongoing support and training to a multidisciplinary team including Social Service providers, Registered nurses, Advanced Practice Providers, Physicians and other healthcare and public health professionals. Develops training curriculum for the Street Medicine program. Helps to develop and maintains internally developed protocols on relevant topics specific to street medicine (e.g. abscess incision and drainage; treatment of skin and soft tissue infections; wound care; vaccine administration; and medication assisted treatment of opioid use disorder). Assists with appropriate dissemination of such protocols via hands-on and virtual training sessions to PSM staff and volunteers, as well as community partners.

3. **Quality control and improvement**
   Develops a PSM-specific philosophy of change management (that may employ concepts of existing templates such as Lean or Six-Sigma) to continually address the ever changing medical and health needs of patients and the modes in which PSM delivers care. Ensures procedures are in place to maintain quality of medical supplies and equipment used in delivery of care. Oversees change management. Works with the Patient Care workforce to examine errors in the delivery of patient care and develops systems changes to prevent future errors.

4. **Care Team Coordination**
   Provides leadership in developing and supporting social services and care coordination at PSM in alignment with mission and strategy. Supports the development and implementation of staff/volunteer wellness programs. Creates achievable objectives, action plans and timelines. Supports quality assurance and quality improvement initiatives. Partners with other leadership in development, administration, logistics, and programming to ensure a cohesive strategy and setting of priorities to improve patient care. As a key member of PSM’s leadership team, participates in formulating and administering organizational policy; anticipates and adjusts effective contingency plans. Helps to develop Patient Care (and related) budget in line with organizational priorities.

5. **Advocacy and community outreach**
   Advocates to the broader community regarding the needs of Portland’s houseless communities. Develops key relationships with community partners such as local community health centers, the Department of Health, and other key health delivery organizations to bridge patient to ongoing medical care and extend the array of services available to the population we serve.
ESSENTIAL JOB FUNCTIONS
The information provided below encompasses the essential functions and capabilities linked with this position.

- Oversees and supports PSM patient care delivery, and optimizes the systems, policies, and practices that comprise that work.
- Develops and ensures implementation of Street Medicine Policies and Procedures
- Supervises the Patient Care Team, including (paid and volunteer) licensed care providers (MDs, DO’s, PA’s, NP’s, RN’s, EMTs, LCSW’s, MSW’s, etc), Scribes, Peer Resource Navigator(s), Peer Support Specialists, other resource/social work care coordinators, and Rounding Volunteers (Trainees, etc.). Provides relevant feedback, coaching, education, and career development opportunities for all Patient Care teams.
- Reviews the care delivery of both staff and volunteer clinicians and other team members with the aim of optimizing care and patient outcomes. Helps to create new sustainable shifts (schedule of rounds), consistent and trained teams, follow up care coordination tools, and review that best practices are being followed.
- Participates in Street Rounds (on predetermined schedule, and occasionally as a last-minute back-up) and as a coach/support for Volunteers and Staff – including leading by doing: Building relationships with existing patients, supporting the volunteer experience, assisting with continuity of care, and providing direct clinical care as needed. Provides consultation as needed and preparing Lead Workers for rounds.
- Leads patient panel system (balancing individual staff capacity with the specific and systemic ongoing medical needs of PSM patients and communities – those often left out of existing healthcare systems). Facilitates the Patient Care Team (Panel) weekly Meetings
- Assists with the triage of patient care – in collaboration with other team members; collaboratively determining patient priorities and routes.
- Supports individual and team skills development, including: Interview skills and interventions, community resource knowledge and how to connect someone. Provides training and coaching to learners (Social Work, Nursing and Medical School, Residency, and others) on engagement and social service interventions, support role delineation.
- Supports volunteer and staff training and follow up needs from Debriefs as the end shifts and impactful cases. Oversees debriefing training and implementation of staff and volunteer wellness supports, which includes providing follow up to issues that arise during/after Rounding shifts that have identified ongoing impact on emotional or psychological on a volunteer or staff member. Helps to identify and support opportunities for professional and personal growth that arise with staff and volunteers, and help to support ongoing self care discussion and practices.
- As a collaborative member of the Senior Leadership Team, provides a health/medical lens for programmatic initiatives, their development, and implementation. Collaborates with other PSM staff in improving patient care through partnership development and referral pathways.
- Works closely with Logistics Team to request and review medical supplies, protocols for vaccine storage and administration, protocols for medication storage and administration, and the physical supports (i.e., transportation, supplies, backpacks) that are required to provide patient care in this context.
- In partnership with other relevant staffers (Executive Director, Volunteer Program), participates in the maintenance of medical credentialling of patient care volunteers and staff.
- Participates in presentations, conferences, community meetings and other engagement as indicated to help support sustainability and growth of the organization.
- Supports data collection as needed
- Assists with development and use of EHR at PSM.
- Other duties may be assigned to meet business and operational needs.

EDUCATION & EXPERIENCE QUALIFICATIONS
Education, Experience, Certifications and/or Licenses

- 5 years of direct service delivery experience, including providing services directly to people experiencing houselessness, behavioral health focused, with history of providing intensive case management or care coordination.
- 5 years of leadership experience, including: providing clinical supervision, program development, community outreach, and education/training delivery.
- Education/Licensure: NP, PA, MD, or DO
- Oregon Medical License
- DEA license
- Basic Life Support
- Ability to maintain active privileges as a fully credentialed PSM clinician
- Preferred: Driver’s license and personal vehicle

- Maintains confidentiality of all information related to patients, medical staff, employees and other information as required by Federal, State, and company compliance policies.
- Ability to effectively interact with volunteers and patients with diverse racial and ethnic backgrounds, religious views, cultural identities, lifestyles and sexual orientations, and treat each individual with respect and dignity.
- Cultivates an organizational commitment to learning about oppression and the impacts of trauma – specifically houselessness – including root causes and the intersection of systemic and institutional injustices based on race, gender identity, sexual orientation, and ability; takes risks to disrupt oppression and racism, including talking explicitly about race in racially mixed groups in ways that normalize the behavior and draw others in.
- Must have strong communication skills and experience working with diverse teams and stakeholders; including the ability to communicate effectively with both individuals and groups via media and in person to convey complex quality metrics to drive clinical change and to build consensus and vision.
- Passion for bringing healthcare to the homeless and ability to inspire others to support the mission of PSM.
- Skill in supervising, coaching, supporting and redirecting staff and volunteers;
- Ability to create achievable objectives, action plans and timelines for relevant clinical work; Ability to anticipate and adjust effective contingency plans as needed;
- Ability to apply concepts of harm reduction, trauma-informed care and equity & social justice principles to PSM’s work
- Maintains basic working knowledge of software programs such as Microsoft Office including Outlook, Word, Excel, Power Point, and SharePoint.

Experience or willingness to train on population-specific clinical needs, which may include:

- Knowledge, education and experience in the care of patients with mental health and substance use disorders
- Knowledge of local safety net services or experience with multi-jurisdictional services in a comparable city or region
- Communication skills that include diplomacy and tact, framed by a whole-person approach to patient care
- Sufficient manual dexterity and physical ability to deliver healthcare in adverse physical environments
- Communication skills, including knowledge of the uniqueness of communication on the streets and conflict resolution and de-escalation methods
- Experience or willingness to get trained in Incision and Drainage; Soft Tissue Ultrasound on the Streets; Medication Assisted Treatment protocols; chronic disease management, bridge prescriptions
PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Effectively communicate with others verbally and in writing, including by phone, e-mail, or in person.
- Recognize and solve problems in the context of a variety of situations with multiple variables, both predictable and unpredictable.
- Understand, communicate and apply routine oral and/or written instructions and factual information.
- Maintain sustained concentration on computer screens and use keyboards and a variety of peripherals.
- Ability to walk and stand for extended periods of time, at times on uneven terrain or extreme weather; remain in a stationary position (sitting or standing) periodically.
- Exert up to 10 pounds frequently and 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.

BEHAVIOR STATEMENT:
The employee must be able to effectively communicate with both patients and co-workers in a professional and respectful manner at all times. This includes but is not limited to demonstrating a positive attitude even on high patient volume days, addressing people with politeness, going above and beyond to assist physicians, treating all people equally, and conducting themselves in a helpful and courteous manner at all times.

TO APPLY
Please submit a cover letter, resume (or CV) to Andra Carrick, Interim Executive Director, at acarrick@portlandstreetmedicine.org. In your cover letter, please tell us about the following:

- Your connection to our mission,
- Your experience leading a team and participating in collaborative decision making, and
- The element of this job you are most passionate about.

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No phone calls please, except to request a reasonable accommodation for a disability at 503-501-1231. Cover letter, resume and writing sample must all be received in order to be considered. If any of the application materials are missing or incomplete your submission will not be considered.

Portland Street Medicine is an Equal Opportunity Employer