**Job Title:** Street Care Provider  
**Department:** Patient Care  
**Exemption Status:** Exempt  
**Location:** Local travel throughout the city/county to community sites required; some work at administrative offices.  
**Work Schedule:** 30-40 hours per week (determined by candidate and organization). Generally weekdays; Some nights and weekends required; Some on-call duties required.  
**Reports To:** Director of Patient Care  
**Compensation:** $135,000-$150,000 annually (at full-time, or equivalent), depending on experience. Staff are paid twice/month. 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.  
**Date of Description:** February 5, 2024

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**POSITION OVERVIEW**

Guided by our mission to offer our homeless neighbors accessible whole-person care to improve and support health, and to bridge a gap in trust between people and systems, the Street Care Provider (SCP) works with patients, community members and medical professionals to achieve improved health and better access to standard healthcare (and other related systems) for people experiencing houselessness. The Street Care Provider is directly responsible for clinical care that is independent from, but in support of and connected to street medicine delivered on regular, volunteer-led outreach rounds. Examples include follow-up of patients who were seen on rounds, and the initial evaluation of medical referrals triaged by phone. Beyond providing excellent direct patient care, the SCP is a lynch pin of the growing care team. The SCP works with staff RN, social workers, and peers to coordinate an effective and compassionate care plan.

**ESSENTIAL JOB FUNCTIONS**

The information provided below encompasses the essential functions and capabilities linked with this position.

- Provide street medicine – direct (clinical) care to PSM patients (limited and immediate acute care and essential primary care, addressing clinical priorities and building trust). All care is provided on the streets, or where people congregate and live outside. We do not have a bricks-and-mortar clinic per se.
- Facilitate transition of care for those who have ongoing needs but have barriers to accessing care through standard/traditional systems through solo/small team follow-up visits.
- Participate in PSM’s patient care coordination team and efforts – balancing individual staff capacity with the specific and systemic ongoing medical needs of PSM patients and communities.
- Participate in Street Rounds as a Lead with volunteer teams to build relationships with existing patients, support volunteer experience, assist with continuity of care, and provide direct clinical care as needed.
- Work in collaboration with interdisciplinary teams, valuing non-medical, social, environmental, and resource-availability for care planning.
• Provide trauma informed and harm reduction oriented creative care management, acknowledging patients’ limited access to, and trust in, tools and methods available and used in most clinical settings.
• Prompt and accurate medical record documentation of clinical activities.
• On-call availability – providing continuity and answering questions for various members of the Patient Care team. Specifics will be determined with appropriate boundaries.
• Triage: collaborative determination of patient care priorities and outreach plans.
• Collaborate with other PSM staff in improving patient care through partnership development and referral pathways.
• Advocate for improved operations through supply recommendations, equipment needs, route planning.
• Support volunteer experience in General and Public Health Rounds through training PSM volunteer staff on devices, medication management, hygiene practices.
• As needed, may serve on Severe Weather response team.
• Bring sensitivity to cultural norms, expectations, and ways of communicating across populations.
• Participate in staff and volunteer trainings and potentially some community education events.
• Create achievable objectives, action plans and timelines for relevant clinical work. Anticipate and adjust effective contingency plans as needed.
• Fulfill rotating staff Administrator On-call shifts during regular Street Rounds when staff are not otherwise present on such Rounds (2-3 shifts/month).
• Participate in and support quality assurance and quality improvement initiatives.
• May participate in the development of clinical training curriculum for the Street Medicine Program.
• Support development and implementation of PSM best practices guidelines including but not limited to: ultrasound imaging, point of care testing, Medically Assisted Treatment implementation, Environmental Safety practices.

This role is subject to change over time as PSM team grows. This is a dynamic environment.

Minimum Qualifications
The following are the minimum qualifications for this position.

Experience or willingness to train on population-specific clinical needs, which may include:
• Knowledge, training, skills and experience in the supervision and provision of medical services to a highly diverse population of people experiencing homelessness.
• Knowledge, education and experience in the care of patients with mental health and substance use disorders.
• Communication skills that include diplomacy and tact, framed by a whole-person approach to patient care.
• Ability to keep accurate and appropriate records/documentation.
• Sufficient manual dexterity and physical ability to deliver healthcare in adverse physical environments.
• Knowledge of de-escalation methods.
• Ability to work collaboratively with nursing staff to assess and treat patients, plan care, and
coordinate the delivery of medical care to patients served.

- Basic Life Support.
- Patient assessment: history, physical exam, presumptive diagnosis, treatment planning.
- Interdisciplinary team building.
- Communication skills, including knowledge of the uniqueness of communication on the streets and conflict resolution.
- Experience or willingness to get trained in Incision and Drainage.
- Experience or willingness to get trained in Soft Tissue Ultrasound on the Streets.
- Experience or willingness to get trained in Medication Assisted Treatment protocols.
- Adherence to and promotion of best practices regarding confidentiality, privacy and security, including immediate reporting of breaches.
- Comfort with addressing skin and soft tissue infections, chronic disease management, bridge prescriptions, follow-up on previous rounding interventions.

**Education & Experience Requirements**

- Oregon Medical License
- DEA license
- Education: NP, PA, MD, DO
- Minimum 2 years providing direct medical care to people experiencing homelessness.
- Knowledge of local safety net services or experience with multi-jurisdictional services in a comparable city or region.
- Ability to maintain active privileges as a fully credentialed PSM clinician.
- Preferred: Driver’s license and personal vehicle.

*Transferable Skills*

We will consider any combination of relevant work experience, volunteering, education, and transferable skills as qualifying unless an item or section is labeled required.

**Physical & 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 accommodation will be made to enable individuals with disabilities to perform the essential job functions. The following are the physical requirements for this position:

- Exert up to 20 pounds frequently and 50 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Walk/travel 5+ miles in a day, navigating various terrains (hillsides, stairs, etc.).
- Engage with constant visual and auditory stimulus.

**HOW TO APPLY**

Applications close at 5:00pm on Tuesday, February 27th, 2024. Please submit an application packet to askog@portlandstreetmedicine.org (Alex Skog, MD; Interim Director of Patient Care) that includes:

1. A cover letter explaining how you demonstrate the qualifications, experience, and passion to be the next Street Care Provider at Portland Street Medicine.
2. A detailed chronological resume that speaks to your qualifications.
3. The names, contact information, and professional affiliations of three professional references. (We won’t contact your references until we’ve cleared it with you.)

You may email us at this address to request any accommodations you would like made during this hiring process. We will keep your application confidential, and you will receive an acknowledgment email.

You must have an active Oregon license (NP, PA, MD or DO) for this job. There is no such thing as the perfect candidate, so please apply even if you do not meet all the other requirements. Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. We would encourage you to apply, even if you don’t believe you meet every one of our qualifications described though feel you are capable of meeting expectations. Just use your application materials to share the transferable skills, experiences, and qualities you bring to the table.

The position will remain open until filled.