



Volunteer Position

Volunteer Position:	Registered Nurse Volunteer
Program:	Haight Ashbury Free Clinic
Location:	558 Clayton Street, San Francisco, CA 94117
Reports To:	Clinic Operations Manager

Founded in 1967, Haight Ashbury Free Clinic was the first nonsectarian free medical clinic in the United States. Haight Ashbury Free Clinic provides compassionate, nonjudgmental care. Our supportive Volunteer staff is committed to providing healthcare services to those who can least afford them. Our Volunteer providers have specialized expertise in preventative health, chronic conditions, the treatment of infectious disease, and addiction. At Haight Ashbury Free Clinic, we believe that patient-centered care is essential to lifelong well-being and that all people deserve excellent health care.

Position Description

It is the responsibility of the Registered Nurse Volunteer to provide key nursing support to Haight Ashbury patients in a Patient Centered Medical/Health Home delivery model, promoting team functioning and efficiency. They are a critical member of the Care Support Team, providing complex care management for patients with multiple chronic medical illnesses and behavioral health concerns. They are also responsible to uphold and inspire in others a commitment to addressing racism, and gender and sexual discrimination within the organization and our clinical practice.

Key Responsibilities

- Provides nursing care, within the scope of license and agency credentials, according to pre-arranged schedules, documenting care promptly and following charting protocols and applicable CA state licensing requirements
- Utilizes motivational interviewing skills and encourages patient activation and self-management; appropriately utilizes standing orders
- Facilitates team functioning and efficiency by taking responsibility for additional patient assessments or medical assistant functions (e.g., phlebotomy, rooming, vitals, etc.) to ensure the completion of patient sessions in a timely and thorough manner
- Assesses and provides nursing advice to patients who walk-in with medical complaints or who call-in with medical concerns seeking advice; responds to patient requests for information and assistance (e.g., form completion, prescription refills, etc.) in a timely manner
- Informs patients of normal and abnormal lab results and follow up plans; as a part of the Care Support Team, prioritizes and takes responsibility for patients with complex medical issues and follows up with all patients regarding recent emergency room visits and inpatient stays

- Works collaboratively with mental health volunteers to facilitate integration between primary care and mental health in order to improve patient outcomes; obtains and maintains licensure, and BLS/CPR certification
- Provides timely care coordination and management for medically complex patients (e.g., hospital transfer care coordination, procedure coordination) in conjunction with the primary care provider and care team
- Incorporates constructive feedback into behavior change; participates as an active member of the Care Support Team through case-conferencing and other collaborative work
- Demonstrates commitment to mission of the organization, the uninsured and underserved populations, LGBTQ+ health, harm reduction, client centered care, racial justice and community-oriented primary care
- Supports the quality assurance of medication supply, vaccine management, dispensary, point of care testing, laboratory, infection control
- Along with colleagues, assists in continuous quality improvement through on-going problem/needs identification and problem solving
- Keeps up to date with operational and procedural requirements

Education, Desired Skills and Abilities

- Graduation from an accredited school of nursing
- Possession of a valid California license as a registered nurse
- Possession of BLS/CPR certification
- Experience and/or willingness to work with populations with varying lifestyles, ages, sexual orientations, gender identities and expressions, ethnic and culture backgrounds and economic status
- Experience and/or willingness to work successfully with issues of substance abuse, mental health, criminal background, and other potential barriers to economic self sufficiency
- Proficiency with Microsoft Office applications, specifically Word Outlook and internet applications
- Ability to become familiar with and utilize Electronic Clinical Works - eCW
- Comfort working on teams and with safety net populations
- Professionalism, punctuality, flexibility and reliability are imperative
- Strong verbal, written, and interpersonal skills
- Integrity to handle sensitive information in a confidential manner
- Action oriented
- Organization skills, ability to multitask and juggle multiple priorities, follow-through with tasks
- Ability to work cooperatively and effectively as part of an interdisciplinary team and independently assume responsibility
- Initiative and enthusiasm and willingness to pitch in whenever needed

*****Selected volunteer candidates will be required to satisfactorily complete a background Clearance*****