

## **Doctors Without Walls – Santa Barbara Street Medicine Companion Care Clinic and Street Team Coordinator Description**

**Position:** The Coordinator is responsible for maintaining smooth operations of the Companion Care program through appropriate leadership, delegation, and oversight. The Coordinator is in charge of facilitating communication amongst members and with other local organizations, overseeing mission logistics, street rounds teams, and assigning special projects and specific patient cases to volunteers. The Coordinator is also responsible for the growth and expansion of the Companion Care program, striving to increase the quality of care delivered and number of patients served. This coordinator position requires a one-year commitment (6/1/19 - 5/31/20).

**Note:** The role of the Coordinator is crucial to the success of the Companion Care program. The Coordinator is aware of all aspects of the program, volunteers, and local resources and is best equipped to delegate cases and devise a plan that will result in patients obtaining the medical care they need. The Coordinator directs the expansion of Companion Care with the emphasis of accessing the chronically ill homeless population. They do this through careful documentation of outreach and street rounds team encounters and encampments in order to plan street rounds routes.

**Qualifications:** A coordinator should have a working knowledge of all aspects of the program, as well as local resources. They should be well experienced in homeless outreach, good communicators, and able to manage the logistics of the program.

### **Specific Responsibilities:**

- Work with the Companion Care Manager to coordinate treatment, scheduling, and transportation for patients.
- Ensure that weekly dinner outreaches are appropriately staffed and enough volunteers sign-up using the Companion Care Google Sign-up documents.
- Manage volunteer logistics: maintain an 1) updated master calendar of volunteer availabilities, 2) updated volunteer contact list, 3) updated volunteer email list, and 4) updated Slack group messaging contact list.
- Attend clinics when possible to perform hands on training with Companion Care volunteers.
- Keep track of encampments found on outreach and street rounds to be used in the logistical planning of street rounds routes.
- Supervise street rounds by foot or by van weekly.
- Coordinate missions: when a patient needs to go to a medical appointment or walk-in clinic, the Coordinator is in charge of determining which companions will go on the mission, where they will meet the patient, which clinic they will be going, transportation to and from the clinic, and then informing companions of general mission logistics through a mission text and protected health information through a private mission phone call.
- Develop a working medical case for each patient: the Coordinator is responsible for understanding all of the local medical resources. Thus, when Companion

Care receives a new patient, the Coordinator can guide volunteers to quickly determine the best course of action to get that patient the care he/she needs. After each mission, the Coordinator works alongside the volunteer to determine follow-up course of action

- Update the Companion Care Field Guide biannually with the Companion Care Manager's approval and include new resources as they emerge or change the information of current resources as they adjust their operations. Replace the paper copy Field Guides as they are updated: Parks Field Guide, WFHC Field Guide, Rescue Mission Field Guide, Companion Care Manager Field Guide. Create a user-friendly pdf and email it out to coordinators and Companion Care volunteer base.
- Prepare weekly mission statistics for dissemination to all DWW volunteers via the weekly schedules email.
- Send the Volunteer Coordinator weekly mission attendance including the date of the mission, the names of the companions, and when they started and ended the mission.
- Prepare a volunteer performance summary (# of missions completed, # of months of active volunteering) for Jason Prystowsky whenever a volunteer requests a letter of recommendation.
- Conduct quarterly quality control clean-up of all mission information entered into EMR.
- Conduct yearly program performance/output evaluation.
- Work in coordination with Volunteer Coordinator recruitment of competent and dedicated volunteers.
- Review volunteer applications and interview potential Companion Care volunteers.
- Train new volunteers: In addition to the general mandatory DWW training, the Coordinators are responsible for holding a 2-3 hour training to ensure that new volunteers are well informed of local resources, understand Companion Care attendance policy, capable of operating independently and responsibly in their pursuit of improving patients access to medical care, and understand the utilization and security of the EMR.
- Facilitate monthly all-volunteer meetings.
- Attend monthly Coordinator Operations meeting.
- Coordinate special projects that are being championed by other volunteers.
- Facilitate and contribute in any unforeseen projects deemed a priority by DWW-SBSM leadership, the medical directors, and/or the Board of Directors.

*Last revision date: 3/1/2019*