



## JOB DESCRIPTION

**Job Title:** Medical Concierge  
**Reports to:** Medical Concierge Service Manager  
**Revision Date:** November 2022

### **ABOUT BROAD STREET MINISTRY:**

Located along the Avenue of the Arts, Broad Street Ministry (BSM) was founded in 2005 as a broad-minded faith community with a mission to extend inclusive hospitality and work for a more just world through civic engagement. The mission evolved to include serving Philadelphians living in deep poverty who are experiencing homelessness or housing insecurity and establishing programs to provide a welcoming epicenter of social services where guests can develop a greater sense of community while also securing some basic needs. Grounded in the values of community, hospitality, collaboration, and civic engagement, BSM helps Philadelphians living in deep poverty stabilize their lives through a variety of social services.

### **POSITION SUMMARY:**

The Medical Concierge will work on a team focused on increasing access to comprehensive medical care and non-clinical resources critical to improve the health, safety and wellness of guests accessing support. As part of DHS's Community Based Care program, the Medical Concierge will work in conjunction with HPP to identify members who are CBCM eligible and are unhoused or experiencing housing insecurity, to coordinate and access primary and specialized medical care. The Medical Concierge will work independently and on a team with the Medical Peer Specialist and Medical Concierge Manager to complete necessary data entry, case collaboration and regular reporting to satisfy the requirements of the grant.

### **DUTIES AND RESPONSIBILITIES:**

- Engage members and wider BSM guest community who are experiencing housing insecurity with needed medical/clinical and non medical resources
- Through practice based and community visits, facilitate linkage to resource that support guest/members toward goals and improve health outcomes
- Support the development of positive behavioral changes, assist with addressing health issues; and identify non-medical needs of members
- Collaborate with health care teams as well as behavioral health and community-based organizations in support of furthering members/guests wellness goals
- Input relevant and usable data into HPP's electronic health record system for report to DHS and monitoring program deliverables, outcomes and progress
- Communicate and coordinate behavioral health services with HPP's and Community Behavioral Health's Community Based Care Management team



- Support the plan of care through face to face and telephonic interviews and discussion visits to foster communications and identification of other health risks such as social determinants of health
- Attend appointments with guests/members to assist in interpretation of outcomes needs and advocate for relevant linkages and follow-up care plans/activities
- Utilize online resource tools to identify and access social service needs for eligible and non-CBCM program eligible guests
- Attend on the job training sessions and other training sessions to develop personal resources and keep abreast of current trends in healthcare
- Assist in the assessment of high-risk members/guests and identify potential health risks and gaps in non-medical needs such as housing, food, medications, transportation and other potential needs that can be coordinated using community-based resources
- Work in conjunction with non-medical concierge team toward program evaluation and improvement as well as towards providing comprehensive guest/member driven support towards guest overall wellness goals
- Other duties as assigned

## **QUALIFICATIONS AND SKILLS:**

- Preferred MSW, or 4 years experience working in a medical setting offering resource coordination, or experience working for HPP in the capacity of Homeless Clinical Coordinator, or Homeless Clinical CHW
- Experience working to support people experiencing housing insecurity, living with symptoms of mental illness or substance abuse disorder, and or severe symptoms of trauma
- Demonstrated administrative and organizational skills with a high attention to detail and follow through.
- Consistent work ethic, ability to work independently and as part of a team
- Ability to learn and follow NASW code of ethics
- Ability to work effectively with diverse populations
- Ability to remain calm in high stress and emergent situations
- Ability to be diplomatic and/or non-confrontational in communicating with individuals or groups that may be expressing alternative ideas or perspectives, or who may be using language or tone that is disruptive or triggering
- Ability to be affirming to the identity of all individuals
- Demonstrates ability to problem solve both on a system level as well as within interpersonal dynamics related to the role
- Ability to expand and develop networks of supporters and partners to further the mission of the agency



- Ability to articulate larger picture operational functions of the agency, social economic and political drives within the community and trends in system changes and resources that affect the work.
- Demonstrates an ability to learn skills related to communication, trauma awareness, development functions and other related topics.

**OTHER:**

The mission of Broad Street Ministry is to transform our city, our institutions, and ourselves by embracing the individual needs of our most vulnerable sisters and brothers, and by embracing radical hospitality. We believe that the only way to achieve that mission is to have a diverse staff that is representative, at all job levels, of the citizens we serve.

Broad Street Ministry does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, criminal record, or any other status protected under federal, state, or local law. Broad Street Ministry believes that diversity and inclusion among our staff is critical to our success as a community services organization, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

**Salary range: \$45,000-48,000**

The successful candidate will receive a competitive compensation package that includes: medical, dental, and vision, 401(k) retirement plan, paid holidays and PTO.

***To apply for this position, please send your resume and a cover letter to: [employment@broadstreetministry.org](mailto:employment@broadstreetministry.org)***