

# The North Side Christian Health Center

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## I. Organization Description and Mission:

The North Side Christian Health Center is a not for profit, inner city Primary Health Care Center that began 10 years ago through the efforts of local churches and individuals recognizing a need for primary health care and whole person outreach to Pittsburgh's North Side community. The Health center provides primary health care services to all persons regardless of age, finances, gender, religious belief, race, national origin or ability to pay. In addition to providing primary health care to men, women, and children, the center reaches out to the community through churches, home visitation, health wellness classes, and health fairs in the local community. The center has a discount pharmacy for patients unable to afford the high cost of medications. The Center also has mental health counselors and drug and alcohol counselors on site several days a week as well as counselors for individuals who have been sexually abused.

### Mission:

The North Side Christian Health Center is dedicated to providing quality whole-person health care services to the underserved community of the North Side. We will provide Christ-centered care consistent with our core values: Respect, Dignity, Community, Integrity, Responsibility, Excellence.

Ø We are committed to giving whole person health care to meet the unique physical, psychological, socio-economic and spiritual needs of our patients.

Ø We are committed to offering a nurturing Christ-centered environment that promotes dignity and enhances personal empowerment and accountability for our patients and employees.

Ø We are committed to emphasizing preventive care and health maintenance through individual and community based health education.

Ø We are committed to developing a covenant relationship between the health care providers, health care recipients and the community.

### Site Supervisor Name/Title/Phone/Fax/Email:

J. Todd Wahrenberger MD  
Medical Director  
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412-321-4063 fax  
jtw@nb.net

## II. Service Description

Position Title: Clinical Assistant

## **Service Activities/Responsibilities:**

AmeriCorps members serve the North Side Christian Health Center in a variety of ways, both on-site at the clinic and by working with our physician extender in at various senior high rises and at the Light of Life mission. The primary roles of the members are to be case managers, teachers and advocates for our patients. This would entail coordinating referrals and by aiding patients by providing resources for patients visiting the center. It would also involve taking part in teaching classes both on site and at senior high rise centers in the community on various topics of health wellness. Also, our members serve as part of the health care team by facilitating any services the patient may need that cannot be provided at the clinic. These include follow up medical care, mental health care, dental and optical care, public assistance, job training and housing. The members also help coordinating clinic activities by orienting new volunteers to clinic procedures, guiding patients through the intake and exam, collecting data on patients who visit the clinics, monitoring clinic supplies and inventory, and assisting the clinic health care providers with specific concerns or questions.

Some daily activities include: answering phone calls that are related to the center, designing and updating clinic forms and materials, scheduling volunteers, maintaining and compiling statistics related to patient visits to the clinic in the activity log and patient database, generating monthly reports on statistics, helping maintain adequate supplies and paperwork at the clinics, and developing health information pamphlets and flyers for clinics.

On a regular basis, they ensure that there are adequate amounts of patient charts, clinic forms, medical supplies, and immunizations available for our patients. At the clinic, they may assist the clinic providers in the pharmacy to make sure the patients understand the medication side effects, dosing and cost. They may also assist by entering demographic information into the pharmacy data base. In regards to our patients, AmeriCorps members refer insured and non-insured patients to specialist medical providers who can provide further medical/behavioral health treatment. They also provide information about how to apply for medical assistance so our patients have greater access to medical care.

## **Service Goals:**

- Ø Function as a patient advocate for whole person care; physical, mental and spiritual.
- Ø Promote health wellness through didactic teaching, patient newsletters, posters, health fairs.
- Ø Provide on-site service to the center with the providers and perform direct patient assistance as needed.

## **Position Requirements/Qualifications:**

- Ø Bachelor's degree in a medical or social service field.
- Ø Interest in pursuing a medical or social work career.
- Ø Ability to work independently.
- Ø Willingness to interact with different cultures and socio-economic levels and religious beliefs.
- Ø Excellent communication and teaching skills - written and oral (both one-on-one and public speaking)
- Ø Comfortable working closely with physicians and staff in a medical/office setting.
- Ø An understanding of public health legislation and delivery systems.

## **III. Logistical Info**

**Expected Service Schedule:**

9:00 AM – 5:00 PM with evening and weekend hours as needed

50% Direct Service (available for one evening clinic/week)

30% Program Coordination Activities (patient Newsletter, assisting with grant activities, Electronic Medical Records, Policy and Procedure development, health education activities for Geriatric patients, homeless and consumers)

10% North Side Christian Health Center Staff Requirements (staff meetings, staff development activities, workshops)

10% AmeriCorps Training and Service Projects

**Orientation Plan:**

Overview of clinic personnel and operations

HIPAA regulations

Familiarization of surrounding community and populations

Review of participating agencies

Introduction to all staff and their role in operations

Site expectations: personal and professional expectations

**Service Location(s)** if different from site address:

Various senior center high-rises in the North Side.

**Additional Info (parking, transportation, ID, etc.):**

Parking is provided at the center