MEDICAL DIRECTOR
SAN FRANCISCO HOMELESS OUTREACH TEAM

Job Title: ............................................ Medical Director
Civil Service Classification: .......................... 2232 Senior Physician, 39 hours/week
Minimum Qualifications: ........................... Board Certified in Internal Medicine or Family/Community Medicine
Desired Qualifications: .............................. Experience working with homeless individuals. Dual certification in Psychiatry and/or Addiction Medicine
Work Assignment Location: .......................... 50 Ivy Street, San Francisco, California 94102
Clinical Supervisor: ................................... Hali Hammer, MD, Director of Integrated Primary Care
Immediate Supervisor: ............................... Maria X Martinez, Interim Director of SF Homeless Outreach Team
Effective/Revised Date: .............................. April 6, 2014

As Medical Director of the San Francisco Homeless Outreach Team (SFHOT), this individual supervises and oversees the clinical activities as well as provides direct and indirect care for SFHOT clients. Currently, SFHOT is a 57+ FTE multidisciplinary team serving individuals living on the street who are severely disabled. Staff members consist of employees of the Department of Public Health, the Human Services Agency, and community-based organization staff. SFHOT provides the following lines of service:

Stabilization Care Management
This service line provides short-term stabilization care management (SCM) for 480 high risk homeless individuals (homeless more than three years, experiencing complex medical, psychiatric, and substance abuse tri-morbidity, using a high number of urgent/emergent care services, and not able to navigate health and human services system on their own). SCM operates M-F, 8AM – 5PM and accepts referrals from EST and high user treatment programs. Within six to twelve months, the goals are to: (1) Stabilize individuals from the street into shelter/SRO, (2) Remove personal barriers to attaining permanent housing; e.g., attain benefits, primary care linkage, behavioral health care linkage, IDs, legal aid, etc., (3) Secure and place into permanent housing, (4) Assess and serve as care coordinators for SF Health Network members who are high risk / high cost individuals and are unable to engage into the system.

First Response and Targeted Outreach
This service line provides outreach, engagement and warm-handoffs from the street to (or between) urgent/emergent institutions. The Engagement Specialist Team (EST) operate 24/7 and responds to requests from 311, Care Coordinators, Police, Fire, and Urgent/Emergent facilities (hospitals, SF Sobering Center, Psych Emergency Services, and Dore Psych Urgent Care) for street outreach/intervention and therapeutic transports. The goals are to, within two hours, respond and determine if the individual can be cleared for transport and provide warm-handoff to and/or from urgent/emergent facilities. In addition, the EST provides targeted search and outreach of HUMS (High Users of Multiple Systems) and other high-risk homeless individuals as identified by 311 (citizens) and health care coordinators and once found, performs wellness checks and attempts to engage individuals into services and other resources as identified by community care plans. Assess and refer the highest risk to the Stabilization Case Management Teams.

SFHOT uses a client-centered “whatever it takes” approach, and employs comprehensive wrap-around services to meet client needs. The program promotes harm reduction and strength-based recovery philosophies through its daily functioning, and utilizes acuity-based, data-driven, and outcomes-oriented processes to meet its goals. The program also assesses medical and behavioral crises, and refers clients to emergency care as appropriate. A flex schedule is required for evening and weekends. Duties and work site may vary based on the needs of the consumer population.

General Job Duties
• **Supervision of Clinical Activities:** The Medical Director provides clinical supervision for 6-7 FTE psychiatric / senior social workers and 1-2 FTE Nurse Practitioners who provides direct behavioral and/or primary medical care to SFHOT clients. The Medical Director also is the administrative supervisor of the Nurse Practitioners.

• **Clinical Coordination:** The Medical Director provides direct and indirect clinical care of SFHOT patients, including consultation with other medical and behavioral services providers, charting patient care in electronic health records systems, maintaining oversight over clinical records, and assuring ongoing maintenance of licensure, certification and training for clinical staff. Direct services include assessment, treatment planning, medication management, clinical monitoring, crisis resolution, counseling, referring to specialized services, conducting evaluations in the service of SSI/MediCal and conservatorship advocacy.

• **Pharmaceuticals:** The Medical Director has oversight responsibility for pharmaceutical resources as appropriate; this includes record-keeping, safe storage and applicable prescription, furnishing and dispensation processes, in keeping with Department of Public Health policies.

• **Policies and Procedures:** The Medical Director also acts as the chief clinical liaison between SFHOT and other DPH agencies, as well as non-DPH entities. In this role, the Medical Director offers input into relevant policies as requested and as appropriate and leads the effort to have these policies implemented through SFHOT. Some examples include the Department’s High Users of Multiple Systems (HUMS) project, the Naltrexone Injection Pilot, and serving as liaison to Infectious Disease Control in order to provide preventive and treatment services to the general public, irrespective of housing status. Involvement in these projects may include planning, clinical supervision, individual patient treatment, resource management, quality control and reporting, toward the successful completion of each project.