HAVEN FREE CLINIC
LA CLÍNICA GRATUITA

Student Leadership Board Openings
2026-2027

Thank you for your interest in a leadership position at the HAVEN Free Clinic! Below you will find information about the application process, timeline, and positions available for the 2026-2027 year. Our history, mission, and volunteer program can be found on our website www.havenfreeclinic.com. Feel free to email us at hfc.recruitment@yale.edu if you have additional questions.

Application Timeline

Applications due:	**Monday, April 6th, 2026 at 11:59 PM EST**
Interviews for board positions:	**Starting Thursday, April 2nd, on a roling basis**

All positions listed below begin training in April 2026, and board terms will typically run for 13 months.

Who should apply?

Consideration is given to interested students in any of the health professions programs (YSN, YSPH, YPA, YSM) who have demonstrated a commitment to the New Haven community and/or who have some experience working in an administrative capacity. Select positions are open to ***any*** Yale-affiliated students. Applicants must plan to be an enrolled student or working at Yale for the duration of the board term (April 2026 – May 2027).

PLEASE NOTE: Previous experience volunteering at HAVEN Free Clinic is **not a prerequisite to these positions, unless expressed within the particular job description. The most important requirement for all applicants for Board positions is significant enthusiasm and commitment. Our patients at HAVEN view us as their health care providers, and we are committed to providing them with the highest possible quality of care. Your colleagues on the Board will give much of their time and energy to caring for our patients, and they will expect the same from you.

How do I apply?

Fill and submit the application form by **Monday, April 6th, 2026 at 11:59 EST pm**.
Application link: https://airtable.com/app6MHzSA1yPej2zX/pagNLIAaYIfJhuCzU/form

Recruitment Timeline

Application Open: Thursday, March 26th, 2026 to Monday, April 6th, 2025 at 11:59 pm.
Interviews: Starting Thursday, April 2nd, on a rolling basis
Final selections: Friday, April 16th
Mandatory Training: Sunday, May 3rd

You must attend one of the following mandatory info sessions:
Sunday, March 29th 1:00 PM-2:00 PM
Friday, April 3rd 10:00 AM-11:00 AM
Monday, April 6th 7:30-8:30 PM

Board Positions Available

Executive Director [EXEC]/Jones Fellow [JONES] (2)
Behavioral Health Department [BVHD] (2)
Clinical Advisor [PCAR] (3)
Community Relations & Advocacy [CRAD] [0]
Education [EDUC] (2)
Faculty Relations [FCRL] (0)
Finance & Development [FIND] (1)
Infectious and Chronic Disease Department [ICDD] (1)
Information Technology & Communications [ITCM] (1)
Interpretation & Diversity [INTP] (1)
Laboratory [LABR] (2)
Longitudinal Care Coordination [LCCN] (0)
Medical Debt Insurance Counseling [MDIC] (2)
Oral Health Initiative [ORHI] (2)
Public Relations [PBRL] (0)
Patient Services [PATS] (0)
Pharmacy [PHAM] (2)
Quality Assurance & Improvement [QAQI] (1)
Referrals [REFF] (2)
Sexual and Reproductive Health [SRHD] (2)
Social Services [SOSE] (1)
Student Relations [SRR] (2)
Vaccine Administration [VADM] (1)

General Board Member Responsibilities

Each HAVEN Director is a member of HAVEN's Student Leadership Board. General Board Member responsibilities include:

- Attend and actively participate in all Board meetings, which occur every 2 weeks.
- Take an active role in at least one of three subcommittees (Quality Assurance, Community Relations and Engagement, Sustainability & Development), including attending all subcommittee meetings which occur every 2 weeks.
- Participate in monthly department meetings with an Executive Director.
- Manage a consistent and effective communication system between your department's co-directors.
- Respond to HAVEN-related emails and requests in a professional and 24-hour time frame.
- Monitor and evaluate department-specific and clinic-wide performance.
- Develop and execute quarterly quality assurance and quality improvement goals that reflect vision and initiative for your department.
- Recruit, select, schedule, record certification of, and train volunteers for your department (if applicable).
- Engage in other Board-wide undertakings, such as strategic planning sessions and fundraisers.
- Raise a minimum of $300 for the HAVEN 5K which occurs every Fall and maintain lasting community partnerships to inform our work.
- Be supportive, collaborative and flexible.
- Take on other responsibilities as they arise.

Director Position Descriptions

In addition to serving as a general member of HAVEN's Student Leadership Board, each Director is responsible for creating a vision and goals for their department and overseeing the in-clinic and outside-of-clinic operations to achieve those goals and ensure consistent, quality patient care. Specific responsibilities pertaining to the individual departments are listed below.

Executive Director (2 of 3 positions available)

**Requirements*:	Open to any graduate student enrolled in a health professions program, including YSM, YSN, and YSPH, for the duration of the board term (December 2025 – June 2027). Students with extensive leadership experience will be given preference. Spanish fluency is highly preferred but not required. For the Jones Fellow, you must be a rising 4th/5th year medical student who has completed their clinical rotations.
**Time commitment*:	15-20 hours per week. Must be at the Clinic 1-2 Saturdays/month.
**Description*:	The Executive Directors are responsible for the operation and management of the Clinic. Responsibilities include, but are not limited to: • Creating HAVEN policies and determining operating procedures with the goal of sustainability and institutional continuity. • Promoting the development of programs and initiatives in line with the mission and vision of HAVEN and facilitating the development of quarterly goals for each department. • Meeting weekly with your co-directors. • Meeting monthly with HAVEN's Medical Directors. • Conducting board meetings (every 2 weeks) and Steering Committee meetings (every 3 months). • Meeting monthly with the Directors of each department (i.e. those listed below) to support departments in their initiatives and ensure follow-up. • Managing clinic (both telehealth and in-person) and overseeing patient flow as Session Coordinator 1-2 Saturdays per month at the Clinic. • Promoting and representing HAVEN at various events (alumni events, volunteer recruitment, press interviews, conferences, etc). • Promoting board member development and fostering a collaborative working environment on the HAVEN board.
**Questions? Contact:*	Antigone Antonakakis: antigone.antonakakis@yale.edu Andy Gu: andy.gu@yale.edu Wilton Sun: wilton.sun@yale.edu

Clinical Advisor (3 of 6 positions available)

**Requirements*:	Completion of one full year of clinical rotations (or 6 months for MD/PhD), including one ambulatory or primary care rotation by start date (can include rising 4th/5th year medical students, MD/PhD students, and rising 2nd year specialty nursing or PA students). Because this position continues into December 2026, students who will graduate in May 2026 are not eligible to apply.
**Time commitment*:	20 hours per week. Must be at the Clinic every 4th Saturday. Regular department and committee meetings. Start date and training will occur in January 2026 but can accommodate clinical rotations and/or board exam schedules.
**Description*:	The Clinical Advisors are responsible for supervising all aspects of patient care, including assisting primary medical teams with placing orders for medications, labs,

imaging and referrals, as well as coordinating follow-up within HAVEN departments and outside providers. Specific responsibilities include, but are not limited to:

- Leading the training of Senior Clinical Team Members and Junior Clinical Team Members (three sessions per year)
- Preparing for all primary care patient visits by reviewing medical record and preparing CA Note which provides brief clinical summary of important tasks for primary team.
- Deciding on clinically appropriate reschedules for patients as needed based on clinic staffing
- Supervise and assist triage SCTM in answering patient phone calls during the week for new medical concerns or medication refills under supervision of on-call attending
- Order screening labs and imaging prior to patient encounter to ensure compliance with USPSTF guidelines.
- Triage walk-in patients
- Reviewing all lab and imaging results and following up with patients appropriately for results; also ensuring all labs ordered are returned
- Supervising a clinical communications Junior Clinical Team Member during Saturday clinic to assist in triage and informing patients of test/ imaging results
- Overseeing complex patients that are identified and followed at HAVEN.
- Supervising the Diabetes Care Coordinators to assist in appropriate guideline-directed medical management of patients with diabetes
- Working as a Senior Clinical Team Member in times of overflow as needed
- Developing and monitoring standards of patient care, as well as measures to increase efficiency and clinic flow
- Working with Clinical Quality Assurance committee to develop interdepartmental initiatives to improve patient care
- Consulting with and reviewing charts with the Referrals team to assist in specialty-care related decision making
- Participate in weekly signout with co-CA's to ensure appropriate handoffs

**Questions? Contact:* Matt Andersen: matthew.andersen@yale.edu
Carlos Hernandez Castillo: carlos.hernandezcastillo@yale.edu
Hye Young Choi: hyeyoung.choi@yale.edu
Tyger Lin: tyger.lin@yale.edu
Daniel Wang: daniel.wang@yale.edu

Specialty Clinical Advisor (1 of 2 positions available)

**Requirements*: Completion of one full year of clinical rotations (or 6 months for MD/PhD), including one ambulatory or primary care rotation by start date (can include rising 4th/5th year medical students, MD/PhD students, and rising 2nd year specialty nursing or PA students). Because this position continues into December 2026, students who will graduate in May 2026 are not eligible to apply.

**Time commitment*:*	5-10 hours per week. Must be in-person at the clinic every specialty clinic (Average 1-2 Saturdays a month). Regular department and committee meetings. Start date and training will occur in January 2026 but can accommodate clinical rotations and/or board exam schedules.
**Description*:*	The Specialty Clinical Advisor is responsible for supervising specialty clinics run at HAVEN, including dermatology, neurology, and nephrology clinics. Responsibilities include maintaining a panel of patients with specialty concerns, scheduling patients for specialty clinics, and coordinating with Clinical Advisors and specialist attendings to run specialty clinics. Specific responsibilities include, but are not limited to: • Keeping a list of patients who have specialty concerns in clinics offered at HAVEN, including dermatology, neurology, and nephrology. • Calling and scheduling patients for specialty clinics. • Pre-charting on patients and writing specialty clinic notes. • Coordinating with the Executive Directors, Clinical Advisors, and specialty attending to organize and run specialty clinic days.
**Questions? Contact:*	Andrew Craver: andrew.craver@yale.edu

Behavioral Health (2 of 3 positions available)

**Requirements*:	Open to any student enrolled in a Yale graduate program. We will also consider Yale College students with prior experience delivering educational curricula, particularly if health-related, or those with a specific interest in mental/behavioral health have found the program to be an especially good fit. Fluency in Spanish is strongly preferred.
**Time commitment*:	10 hours per week; Must be at clinic 1-2 Saturdays/month.
**Description*:	The Behavioral Health Program for Depression is a program that started with funding from the American Psychiatric Association to provide patients with first-line interventions that include psychoeducation, reduction of social stressors, promotion of healthy behaviors, and connections to community mental health resources. Department-specific responsibilities include: • Supervising volunteers who screen patients during clinic to determine program eligibility. • Working in collaboration with a psychiatrist and two psychologists to oversee the one-on-one psychoeducation offered to enrolled patients. • Training BHD volunteers on the Behavioral Health program curriculum, as well as principles of population health, quality improvement, and motivational interviewing.

- Meeting weekly with our faculty advisors to review clinic screening, discuss program content, troubleshoot any issues, and prepare students for future program sessions.
- Continuously seeking community resources for patients and expanding behavioral health offerings at HAVEN (i.e. substance use, smoking cessation, supporting parenting, etc.)

**Questions? Contact:* Goeun Lee: goeun.g.lee@yale.edu
Samuel Suh: sam.suh@yale.edu
Yash Wadwekar: yash.wadwekar@yale.edu

Community Relations and Advocacy (0 of 1 positions available)

**Requirements*: Open to any member of the Yale community. Spanish fluency is highly preferred but not required.

**Time commitment*: 10 hours per week; Fully virtual for the most part, except for when the Director is required to attend in-person events in the New Haven community.

**Description*: The Director of Community Relations and Advocacy is responsible for formalizing new partnerships and maintaining existing collaborations between HAVEN and its community partners. The CRA Director centers community voices when contributing to operational initiatives and demonstrates HAVEN's overall commitment to being more involved in advocacy/social justice work in Connecticut.

Department-specific responsibilities include:

- Serve as co-chair for the Community Relations and Engagement Committee (CREC), which meets once every two weeks on Zoom.
- Co-lead the Connecticut Free and Community Clinic Coalition (CFCCC), which meets once every two months on Zoom.
- Oversee HAVEN projects and initiatives centered around advocacy efforts and community partnerships.
- Extensive involvement as one of HAVEN's main representatives in the HUSKY 4 Immigrants Coalition, in collaboration with the HAVEN Executive Director/Jones Fellow.
- Establish new relationships with non-profit organizations in the New Haven community.
- Advance HAVEN's policy priorities in meetings with legislators and community partners this upcoming legislative session (Spring 2026).
- Collect and internally review written testimonies from patients and volunteers for relevant legislation this upcoming legislative session (Spring 2026).
- Maintain existing partnerships with HAVEN's community partners & update the community partners master spreadsheet.
- Check in with each community partner at least once a semester in order to stay connected/integrated in community.
- Attend community partner meetings at determined frequency.
- Seek collaboration events with local non-profit organizations in New Haven and coordinate volunteer involvement for these events.
- Assess potential for implementing a community advisory board and/or patient advisory board & spearhead that process.
- Maintain & continue to build the HAVEN Free Clinic resource database and update all information.

Ideal Candidate: The ideal candidate for this position will possess some or all the following qualities and skills. However, all interested students who are committed to the HAVEN mission are encouraged to apply.

- Commitment to health justice and advocacy
- Compassionate nature and commitment to advocating for underserved/uninsured patients in New Haven
- Experience in health policy highly preferred
- Experience in working with non-profit organizations
- Experience volunteering at HAVEN (preferred but not required)

**Questions? Contact:* Kyle Feliciano: kyle.feliciano@yale.edu

Education (2 of 3 positions available)

**Requirements*: Any member of the Yale community. Relevant experience is preferred but not required for application.

**Time commitment*:

**Description*: The Education Department provides one-on-one counseling on health and wellness, tailoring plans to patients' individual dietary and lifestyle needs. We work with patients facing a variety of chronic conditions, including diabetes, hyperlipidemia, and hypertension. In addition, we create educational materials and resources for maintaining progress toward health goals.

Directors have opportunities to organize clinic workflow and expand counseling approaches, both of which are invaluable skills in health professions and other fields. Directors will also work closely with Dr. Sarav, the department's attending, along with other medical students and professionals, to align the department's guidance with evidence-based clinical practices. Directors must be available for at least 6 shifts per term and remain widely accessible for supplementary support during the weeks they are not on shift. Directors must be willing to complete and invest time in initiatives outside of the clinic that improve the department's impact on HAVEN's patient populations. You must be available in-person at the clinic for the entirety of their shift, from 8 am to 2 pm.

**Questions? Contact:* Nikkita Khattar: nikkita.khattar@yale.edu
Harsh Patel: harsh.patel@yale.edu
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Faculty and Community Relations (0 of 1 positions available)

**Requirements*: No specific requirements other than enrollment in a health professions program, though the ideal candidate will have excitement for working closely with faculty volunteers and community contacts.

**Time commitment*: 5-10 hours per week. No continuous time required at clinic; however, directors who have not previously volunteered at the clinic are encouraged to go to clinic for at least one Saturday.

**Description*: The Faculty and Community Relations Director recruits new attendings to volunteer as preceptors, manages their onboarding process, schedules preceptors for each clinic day, serves as the primary liaison to faculty addressing their needs and concerns, and promotes a rewarding experience for volunteer attendings. They will also be responsible for community

engagement in order to facilitate the transfer of complex patients to appropriate care, to recruit uninsured patients from around the city, to publicize our place in the New Haven healthcare landscape, to engage community members in the direction of the clinic.

Responsibilities include, but are not limited to:

- Seeking out new physicians / advanced practice nurses (APRNs) / physician assistants (PAs) who are interested in becoming preceptors at HAVEN.
- Managing the onboarding process for new attendings, which consists of credentialing, privileging, and applying for federal medical malpractice insurance for non-Yale providers.
- Ensuring that the Clinic has 2-3 HAVEN attendings each week and sending out a weekly reminder email.
- Completing and submitting the annual application for federal medical malpractice (FTCA Redeeming application) and the FTCA Supplemental Deeming application for additional preceptors added during the year.
- Keeping all documentation for each HAVEN attending up-to-date and organized.
- Organizing an annual faculty appreciation "Thank You" Card-athon.
- Send out HAVEN attendings feedback survey at the end of the year to obtain faculty feedback and report findings to Executive Co-Directors and Faculty Advisor.
- Form and maintain key relationships on behalf of the clinic. Some organizations with which we interact include Fair Haven Community Health Care, Cornell Scott Hill Health Center, Nathan Smith Clinic, Project Access, and YNHH.

******Questions? Contact:* Jaspreet Kandola: jaspreet.kandola@yale.edu

Finance & Development (1 of 3 positions available)

******Requirements*: Open to any Yale community member.

******Time commitment*: 5-15 hours per week. Time commitment varies significantly based on proximity to major fundraising events. No specific time required at HAVEN on weekends, but it is preferable for the director to have a basic understanding of Saturday clinic activities in order to make decisions about funding new and current line items.

******Description*: The Finance & Development director is primarily responsible for ensuring HAVEN's fiscal sustainability. This includes planning fundraising initiatives and managing clinic finances. A secondary responsibility is to promote awareness of HAVEN in the community through our fundraising events.

Responsibilities include, but are not limited to:

• Co-chairing the Sustainability & Development Committee, including spearheading:

- Annual ANDA 5K walk/run in October, our largest annual fundraiser
- Fundraisers in both spring and fall semesters
- Annual Appeal to solicit donations from HAVEN alumni
- Reviewing and approving reimbursements for HAVEN-related expenses by the HAVEN leadership board and volunteers
- Creating and managing the annual departmental budget

- Tracking revenues and expenses in each of HAVEN's several major accounts, in collaboration with YSM Finance
- Where applicable, assisting Executive Directors and other HAVEN student leaders in applying for grants
- Organizing and updating our fundraising materials on our google drive account
- Facilitating the recruitment of new HAVEN donors and managing relationships with current donors, including tracking donations and sending thank you notes
- Overseeing finance volunteers

**Questions? Contact:* Pete Hatzelamprou: pete.hatzelamprou@yale.edu
Adam Lombroso: adam.lombroso@yale.edu
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Infectious and Chronic Disease Department (1 of 3 positions available)

**Requirements*: This position is only open to students currently enrolled in a clinical program (MD, APRN, and PA). Yale students eligible to apply include: 1) Yale Medical students (including MD/PhD) who have completed their Primary Care or Internal Medicine clerkships, 2) Yale Nursing students who have completed their first specialty year, including primary care, and 3) Yale PA students who have completed three rotations, one of which includes Primary Care or Medicine. Knowledge of physical exam skills and the ability to train new department volunteers on such skills is required. Preference will be given to applicants who have previously volunteered in this department (formerly the LTBI department).

**Time commitment*: When on call, the time commitment is 5-7 hours per week outside clinic and 6-7 hours per week in clinic. One ICDD director must be present in clinic each Saturday the clinic is open (the expectation is that directors will evenly divide shifts amongst themselves). In addition to general board member responsibilities, in the week before clinic, time will be dedicated toward quality improvement/resource development, volunteer oversight, patient triage/follow-up, and working with other HAVEN departments and organizations (e.g., Referrals, Patient Services, Lab, and CT DPH). All applicants must be available to fulfill ICDD duties and required follow-up activities outside of clinic hours.

**Description*: The ICDD oversees TB screening and treatment, hypertension management, and H. pylori treatment, with a focus on continuity of care and patient follow-up. The responsibilities of the ICDD Directors include but are not limited to the following:

Department-wide responsibilities:

- Oversee the recruitment and selection of ICDD volunteers, organizing the volunteer schedule for each semester based on clinic needs and volunteer availability
- Organize the training of all ICDD volunteers, including a review of department operations, tuberculosis pathophysiology and management, EMR documentation, physical exam skills, phlebotomy training, and state-mandated reporting protocols
- Chart patient encounters in Epic to ensure appropriate documentation and provision of patient care
- Follow up with patients during the week to triage concerns, follow up on treatment plans, and provide appointment reminders as needed

For TB screening and treatment:

- Oversee and provide direct patient care with regards to TB screening, drawing Quantiferon Gold lab tests, TB counseling, and TB treatment initiation and completion
- Coordinate with medical teams, RHD teams, and the lab department to ensure appropriate TB screening and Quantiferon Gold blood draws
- Manage TB medication procurement and storage
- Adhere to state-mandated TB reporting protocols

For hypertension management:

- Oversee and provide direct patient care with regards to hypertension counseling, management, and follow-up
- Coordinate with CAs to identify appropriate patients for further HTN management

For H. pylori treatment

- Oversee and provide direct patient care with regards to H. pylori counseling and treatment
- Coordinate with pharmacy and lab departments to ensure appropriate medication delivery and test of cure

**Questions? Contact:* Laura Evans: laura.evans@yale.edu
Sadde Mohamed: sadde.mohamed@yale.edu
Ifunanya Okeke: ifunanya.okeke@yale.edu

Information Technology & Communications (1 of 3 positions available)

**Requirements*: While there are no specific requirements for this position, a health communications and/or technical background is highly desirable (see “ideal candidate” below).

**Time commitment*: 5-15 hours per week (variable).

**Description*:	The IT & Communications Directors are responsible for the management of all HAVEN electronic resources including volunteer access to the Epic EMR and Microsoft Teams, as well as maintaining and improving the clinic website. Additionally, the IT & Communications Directors work in close collaboration with the Executive Directors, Quality Assurance and Improvement, and other board members. The department responsibilities include, but are not limited to: Support HAVEN's Epic EMR (electronic medical record), including interfacing with YNHH Epic liaisons for troubleshooting and managing Epic access for board members, departments, and volunteers Maintenance of the HAVEN website, including regular (monthly or weekly) content updates as well as design and programming of new features Consulting with other HAVEN departments on both the appropriate and lawful use of electronic medical information as well as the development of strategies to efficiently organize and access clinical data Constructing and improving survey collection tools for internal volunteer use
**Ideal Candidate:*	The ideal applicant will possess: • Strong written and oral communication skills • Project management experience • Familiarity with web and layout design, graphic design, and social media • Familiarity with, or willingness to learn, the basics of Epic EMR • Familiarity with the Microsoft Suite (especially Teams and Excel) All those with strong interest that have at least some of the skills mentioned above are encouraged to apply!
**Questions? Contact:*	Jack Carney: j.carney@yale.edu Zachary Minter: zachary.minter@yale.edu Alex Nelson: a.nelson@yale.edu Madison Williams: madison.williams@yale.edu

Interpretation & Diversity (1 of 3 positions available)

**Requirements*:	No specific requirements other than fluency in Spanish and a demonstrated commitment to health equity and HAVEN's mission. **Spanish-speakers of Hispanic background are encouraged to apply.** A Spanish evaluation will be conducted as part of the application process for those who have not previously done an evaluation as a HAVEN volunteer.
**Time commitment*:	5-15 hours per week. One Interpretation & Diversity Director is required at the clinic (or serving remotely during COVID) every Saturday not only to ensure familiarity with the Clinic, the patients, and the New Haven community but also to serve as a resource and provide feedback to the Interpreting Volunteers. It is useful to be available for filling in as an interpreter on occasional Saturday's when extra interpreters are needed - especially during the Summer.
**Description*:	Most HAVEN patients are Spanish-speaking immigrants from Latin America with cultural values and life challenges that are different from those of most volunteers and board members. Beyond just those with a Spanish-speaking background, HAVEN regularly serves patients who speak a wide variety of non-English languages and who require an interpreter during their visits. To improve the quality of care provided at the Clinic, HAVEN is committed to learning more about our patients' lives, cultural values, and the structural barriers they face to achieving health and wellbeing. The responsibilities of the Interpretation & Diversity Directors include, but are not limited to:

- Recruiting and managing interpreters of non-Spanish languages, not limited to, but including: Hindi, Urdu, Arabic, Portuguese and Bengali. (Note: Candidate does NOT need to speak these languages).
- Continuing to develop comprehensive training and support programs for interpreting volunteers. This includes managing interpreter schedules and communicating feedback.
- Conducting assessments of interpreter applicants' Spanish proficiency to select a core group of high-quality, dedicated interpreters. Collecting feedback from clinical teams on interpreter performance to ensure ongoing high-quality communication with patients.
- Coordinating assessments of Spanish ability for all new volunteers for each recruitment period (3 times annually). Soliciting the help of interpreters or Spanish-speaking Board members to assist in assessments.
- Staying informed of issues affecting the health and wellbeing of Latino immigrants and residents of Fair Haven and New Haven, and engaging the leadership of HAVEN in opportunities for advocacy. Maintaining all volunteers informed on these issues and culturally competent care.
- Participating in board decision-making, new program development, and program evaluation with a focus on diversity and community accountability.
- Continuing to work on HAVEN'S implicit bias training in collaboration with QA/QI, as well as the clinic's cultural competency training
- Serving on a sub-committee leader for the duration of the director term.
- Translate and send out after visit summaries.
- Control quality of translations of after visit summaries.

**Questions?* Joaqin Caceras Melgarejo: joaquin.caceresmelgarejo@yale.edu
Contact: Edis Mesic: edis.mesic@yale.edu
Lupe Hernandez Zavala: Lupe.hernandezzavala@yale.edu

Laboratory (2 of 4 positions available)

**Requirements*: No specific requirements other than enrollment in a health professions program. Previous phlebotomy or lab experience is not required, but would be helpful. RNs or soon-to-be RNs are encouraged to apply.

**Time commitment*: ~7 hours per week in clinic (every other week or equivalent); 1-3 hours per week outside clinic. Must be available to fulfill Lab duties outside of clinic hours.

**Description*: The Laboratory Directors are responsible for overseeing the Laboratory. This includes, but is not limited to:

- Coordinating the smooth-running of Lab from week to week, such as keeping supplies stocked, ensuring quality control, avoiding lab errors, and coordinating lab samples and results.
- Training and supervising Lab volunteers in venipuncture and lab skills, including organizing phlebotomy training sessions with an instructor each semester for new volunteers.
- Coordinating the scheduling of Lab volunteers and supervising volunteers when in Clinic
- Acting as a liaison between YNHH (where lab tests are run) and the Clinic.

Questions? Contact: Rohan Lokanadham: rohan.lokanadham@yale.edu
Amanda Girod: amanda.girod@yale.edu
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Surabhi Kumar: surabhi.kumar@yale.edu
Jovan Stanisavic: jovan.stanisavic@yale.edu

Longitudinal Care Coordination (0 of 6 positions available)

Requirements: Any member of the Yale community. Relevant experience is preferred but not required for application. Fluency in Spanish is also preferred but not required. Applicants must have a basic knowledge of Microsoft Teams and/or Excel.

Time commitment:

- Applicants must be able to commit 10-20 hours per week
- Must complete in-person clinic responsibilities when scheduled for a shift (typically 4-5 shifts per semester)
- Must be able to commit to work flexibly throughout the week (e.g., Evenings)
- Must attend weekly department and twice monthly committee meetings
- Must be able to address urgent patient issues

Description: The Longitudinal Care Coordination directors are responsible for managing and assuring the continuity of care for patients enrolled in the program. There are two Care Coordination pathways: Patient Navigation (non-clinical) or Longitudinal Care (provision of clinical services). The Patient Navigation pathway focuses on reducing barriers to accessing care, patient advocacy, and empowerment. Each Patient Navigation volunteer works with 3-4 patients longitudinally and helps connect these patients to care and resources to meet their medical and social goals. Each Director oversees a subset of the Patient Navigator team and holds weekly 1-on-1 check-ins to help set goals, strategies for meeting them, and progress benchmarks. Please note that most of the Patient Navigator work occurs outside of Saturday clinic hours. The Longitudinal Care pathway focuses on clinical care for medically complex patients. Longitudinal Senior Clinical Team Members (SCTMs) are assigned a panel of patients with whom they follow for all primary care services. In addition, the Care Coordination Directors are responsible for overseeing and improving different disease pathways, including the Diabetes Care Pathway and the Hypertension Pathway. Care Coordination Directors are responsible for scheduling patients and providers based on mutual availability, connecting longitudinal SCTMs with Patient Navigators, and facilitating when needed. Directors will coordinate with liaisons from the Education Department, QA/QI Department, Clinical Advisors, Patient Services Department, Pharmacy Department, and Executive Directors.

The responsibilities of the Longitudinal Care Coordination director include:

- Managing the Longitudinal Care Coordination Program – a program designed to improve navigation and coordination of care for HAVEN medically and socially complex patients
- Plan and devise program's operations, procedures, workflow, and standards for quality of care, including volunteer standards

- Leading and training the longitudinal care coordination volunteers in triaging and providing timely care to the patients
- Scheduling regular meetings with the volunteers to oversee the operations of the program
- Understanding the needs of the patients while maintaining high level of respect and confidentiality
- Identifying case management tools and interdisciplinary care plan by organizing meetings, coordinating the information and care requirements
- Complies with HAVEN's mission and requiring adherence to the governing regulations
- Assess the regular functioning of the program and report the details to the Board and steering committees
- Managing data and be able to implement strategies to improve the program
- Evaluate the efficacy and efficiency of the program by determining and measuring the appropriate metrics
- Coordinating recruitment and training of Senior Clinical Team Members and Education Volunteers who will care for patients under the Longitudinal Care Coordination Department
- Facilitate weekly morning huddle meetings prior to Saturday clinic
- Triage urgent patients who present with Longitudinal Care Coordination-related concerns to clinic
- Coordinate scheduling of patients with volunteers
- Oversee data management and analysis for data collected in coordination with the QA/QI Department
- Coordinate regular meetings with faculty overseeing patient care
- Ensuring all volunteers are HIPAA-compliant
- Develop new ideas for improved longitudinal among patients in HAVEN

Ideal Candidate:

The ideal candidate for the Longitudinal Care Coordination Director position will possess some or all of the following qualities and skills. However, all interested students who are committed to the HAVEN mission are encouraged to apply.

- Experience volunteering at HAVEN
- Experience in team management
- Experience designing and implementing studies in health care settings
- Knowledgeable in program evaluation and clinical research methodology
- Strong organization and leadership skills
- Critical thinking skills
- Willing to take initiative and dedicate time to patient care
- Compassionate nature with patient-centered care

**Questions? Contact:*

Ju Hyun Lee: j.lee@yale.edu
Betty Duran-Becerra: beatriz.duran-becerra@yale.edu

Frentzen Pakpahan: frentzen.pakpahan@yale.edu
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Anthony Wilson: anthony.wilson@yale.edu

Medical Debt & Insurance Counseling (2 of 4 positions available)

**Requirements*: Open to any Yale community member.

**Time commitment*: 5-10 hours per week outside of clinic days. Weekly tasks include following up on certain patient accounts in regards to medical bills, debt, and insurance.

**Description*: The responsibilities of the Medical Debt and Insurance Counseling Directors include:

- Coordinate YNHH Financial Assistance Program application process.
- Resolve outstanding bills pertaining to YNHH (regardless of department) and Yale Medicine.
- Develop systemic program for addressing bills not affiliated with YNHH.
- Develop communication system with external hospital for all other bills.
- If patients are being harassed by outside debt collectors, refer to MLP for follow-up.
- Lead volunteer trainings and recruitment.
- Develop and manage the MDIC Senior Volunteer Initiative.
- Attend Saturday clinics to lead volunteers and to meet with patients with billing concerns.

**Questions? Contact:*
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Oral Health Initaitve (2 of 4 positions available)

**Requirements*: Open to any Yale community member.

**Time commitment*:

**Description*: Directors play a key leadership role in advancing the mission and operations of the HAVEN Dental Department. As a Director, you will oversee a core area of the department, manage and support a team of volunteers, and collaborate closely with fellow Directors and HAVEN leadership to ensure the department's growth and long-term sustainability.

Directors are expected to attend bi-weekly team meetings, DENT Director meetings, and Board meetings, and to take ownership of the initiatives and operations within their designated area. Depending on the role, responsibilities may include managing volunteer and clinical recruitment and onboarding, overseeing scheduling and care coordination, leading fundraising efforts,

advocating for the department with organizational leadership, and supporting integration and sustainability efforts.

The ideal candidate is a motivated, organized, and collaborative leader who is comfortable managing teams, communicating across all levels of an organization, and taking initiative on long-term strategic goals.

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Justin Fan: justin.fan@yale.edu
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Patient Services (0 of 6 positions available)

Requirements: **Spanish fluency highly preferred but we will consider other qualified candidates as well.** Can be any member of the Yale community. A Spanish evaluation will be conducted as part of the application process for those who have not previously done an evaluation as a HAVEN volunteer.

Time commitment: Must be available to answer and return phone calls during the week. Must be at the clinic 1-2 times per month. During on-call weeks, 10-25 hours/week. Outside of on-call weeks, 1-5 hours/week.

Description: The Patient Services Directors are responsible for:

- Facilitating all communication between HAVEN and HAVEN patients
- Communicate with patients about different HAVEN initiatives and help direct them to appropriate resources
- Triaging walk-in patients and performing new patient intakes.
- Managing clinic flow and the patient waiting room along with the session coordinator
- Manage the clinic's appointment schedule and maintain organized medical records using Epic EMR
- Scheduling, training, and supervising volunteers who work at the front desk
- Responding to the appointment phone during the week and scheduling any patients who may call. Clinical phone calls will be triaged with the help of the Department Directors and Clinical Advisors.
- Communicating with other departmental directors throughout the week to schedule appointments and coordinate care
- Making phone calls or sending messages via CareMessage during the week to remind patients about their upcoming appointments

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Pharmacy (Medication Access) (2 of 5 positions available)

Requirements: The positions are open to any students in a health professions school (YSM, YSN, PA Program, YSPH). We will also consider all other members of the Yale community, including Yale College students, who have prior clinical experience (e.g., EMT, LVN, Medical Assistant, Pharmacy Tech, etc.) and/or are passionate about improving pharmacy-related operations and medication access.

Time commitment: 15 - 20 hours per week, every other week:
•Directors are each expected to be in Clinic every other weekend on average, or the equivalent. For Pharmacy, Clinic typically runs from 8:00am to 3:00pm (7+ hours).
•Non-clinical responsibilities typically take 5+ hours per week, on average.

Description: The Pharmacy Directors are responsible for ensuring that the Clinic's patients are able to obtain appropriate medications at low or no financial burden. Their responsibilities include (but are not limited to):
• Providing financial assistance to patients who require partial or full coverage of medication costs
• Arranging deliveries of medications as needed
• Coordinating with clinical teams to discuss affordable medication options, review cost-sharing opportunities, and confirm proper ordering of medications
• Following up with patients to ensure receipt of medications
• Enrolling patients in patient assistance programs (PAPs)
• Overseeing the pharmacy volunteers, including liaising, scheduling, and training
• Budgeting, sourcing, logging, and maintaining the Pharmacy inventory of on-site supplies
• Coordinating occasional bulk purchases or donation deliveries (e.g., glucometers, blood pressure cuffs)
• Additional quality improvement tasks and workflow optimizations during the term

Questions? Contact: Nick Bhasin: nick.bhasin@yale.edu
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Public Relations (0 of 2 positions available)

Requirements: Open to any Yale community member.

Time commitment: 5-10 hours per week. Attending bi-weekly Board meetings. Attending/leading bi-weekly S&D committee meetings and weekly S&D leadership meetings.

Description:
- Work with other board directors and the Executive Directors on various graphic design projects (flyers, brochures, notices, clinic decorations, etc.)

- Develop and distribute the monthly newsletter to the HAVEN community.
- Maintain HAVEN's social media presence on Instagram (recruitment, 5K, volunteer highlights, community events, etc.), potentially expanding to other platforms.
- Visit the clinic at least once each semester & attend community events and the 5K to capture photos and update the HAVEN media archive.
- Lead the Sustainability & Development committee and support by designing materials and overseeing planning logistics for the annual 5K run, Gryphon's fundraiser, and other fundraising efforts.
- Seek ways to promote the clinic, such as writing articles, reaching out to local news sources, etc.
- Work with the Office of Alumni Affairs and Development at Yale and others to develop strategies to increase alumni engagement, such as potentially creating an alumni newsletter or LinkedIn group.

**Questions? Contact:* Shriya Kunam: shriya.kunam@yale.edu

Quality Assurance & Improvement (1 of 3 positions available)

**Requirements*:	Prior volunteering experience in HAVEN (any department) of at least one semester. Applicants must have commitment to health justice work and our patient population. Experience using Microsoft Teams, statistical analysis software, program evaluation, and clinical research methodology will be helpful but not necessary.
**Time commitment*:	10-15 hours per week. Attending/leading weekly project meetings, attending ad-hoc meetings with other department directors and other personnel, attending/leading QA/QI monthly meetings, and leading CQA biweekly.
**Description*:	The responsibilities of the QA/QI Director include: • Leading CQA (Clinical Quality Assurance) Committee, an interdepartmental committee made up of HAVEN Directors that meets every two weeks to discuss interdepartmental problems, updates, and projects • Managing QA/QI volunteers to implement quality improvement initiatives prioritized by the leadership team and reporting back to CQA and/or Board • Leading annual Strategic Retreat and providing accountability for the strategic goals created by each department • Meeting with department directors to set future directions and create SMART goals • Serving as a point of contact for anyone interested in conducting research at HAVEN and overseeing all research and data collection within clinic per the research policy guidelines • Synthesizing clinical outcome metrics (including patient satisfaction data) and supporting the annual creation of a report to donors in conjunction with Jones-Fellow • Designing interventions based on data collected about clinical outcomes, clinic workflow, and patient and volunteer satisfaction • Assessing the impact of volunteering on individuals' likelihood to pursue future work in primary care and community health

Ideal Candidate: The ideal candidate for the QA/QI Director position will possess all of the following qualities and skills. However, all interested students who are committed to the HAVEN mission are encouraged to apply.

- Ability to dedicate significant amounts of time to serving the clinic
- Strong organization and leadership skills
- Experience volunteering at HAVEN and knowledge of the clinic's operations
- Experience and passion for working with underserved populations
- Strong time management; ability to juggle multiple ongoing projects at once
- Ability to understand clinic needs in order to create and collaborate on strategic and evidence-based projects
- Strong problem-solving skills
- Experience with data collection and analysis

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Referrals (2 of 4 positions available)

Requirements: No specific requirements. Clinical experience will be considered an asset but not a requirement.

Time commitment: 10 hours per week. Must be virtually on call at the Clinic one of every three Saturdays, rotating with the other directors, and follow up on patients during the week.

Description: The Referrals Directors orchestrate specialty care, ranging from surgery to gynecology, for any HAVEN patient in need of services beyond the scope of primary care. Each Referrals Director coordinates a set of cases with specific providers and works closely with a team of volunteers, who facilitate patient communication.

The three Referrals Directors divide case responsibilities by specialty. The Referrals Directors also split up attending Clinic virtually on Saturdays, where they ensure that clinical teams are aware of and able to access the specialty services that the Clinic offers.

In addition to being on Clinic duty one of every three Saturdays, these positions require a significant amount of time during the week to:

- Oversee the logistics of the various referrals services including referral approval, appointment scheduling, and results follow-up
- Manage volunteers who communicate with patients to confirm specialty appointment dates, provide reminders to ensure attendance, and troubleshoot any patient questions or concerns
- Coordinate with MDIC regarding applications for financial assistance
- Ensure that patients and clinical team members are informed about the details and results of their appointments
- Plan and coordinate specialty screening days in clinic (e.g. general surgery, neurology, and dermatology) to provide access to high demand services
- Recruit specialist providers for new specialties or when a current provider can no longer work with HAVEN, and troubleshoot any issues arising with existing providers

Questions? Contact: Jennifer Cruz: j.cruz@yale.edu
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Sexual and Reproductive Health (2 of 4 positions available)

Requirements: Enrollment in a health professional program (YSN or YSM – MD/PA) **and** prior experience in reproductive health. Candidates with experience and coursework in reproductive health topics, including contraception and sexually transmitted infections (STIs), will be prioritized. Proficiency in Spanish is helpful, but not required.

Time commitment: 5-20 hours per week (<5h on off-shift weeks, up to 20h when on-shift), including academic breaks. One Sexual and Reproductive Health Co-Director must be in clinic each Saturday. On average, a director will be scheduled for an in-clinic shift once every 3 weeks. In addition to clinic prep duties leading up to in-clinic shift, directors operate for 6-8 hours on scheduled clinic Saturdays. In addition to the general board member responsibilities detailed at the beginning of this document, at least 5 hours per week will be dedicated to quality improvement/resource development, volunteer oversight, patient triage/follow-up, and working with other HAVEN departments (e.g., Referrals, Social Services, Clinical Advisors, Patient Services).

Description: The Sexual and Reproductive Health Directors are responsible for:

- Pre-Clinic:
  - Preparing and communicating clinic schedules and logistics leading up to clinic date.
  - Managing telephone triages (on average, 0-3 per week)
- In clinic:
  - Providing support to clinical team members, providing reproductive health education, counseling, and resources to HAVEN patients. Topics include contraception, STIs/vaginitis, pelvic pain, abnormal uterine bleeding, pregnancy options, fertility, and menopause counseling.
  - Review or triage sexual/reproductive health consults from medical teams and other HAVEN departments' volunteers and provide additional counseling and educational resources to their patients as needed.
  - Overseeing logistics behind scheduling for follow-up for patients based on upcoming availability and medical urgency.
  - Supervising and assisting RHD clinical teams with patient flow, HAVEN logistics, and EPIC charting technicalities.
  - Overseeing logistics behind procedures and point-of-care testing (IUD or Nexplanon insertions/removals, endometrial biopsies, depo or vaccine injections, pap smears etc.)
- Patient follow-up as needed during the week. May include working with Referrals, Patient Services, Clinical Advisors, and Executive Directors.
- 3x a year - Volunteer management, including selection, training and scheduling.
- Reviewing and updating protocols and resources:
  - Maintaining the Reproductive Health Department electronic resources, including the OPM, Teams resources and patient trackers/spreadsheets.

- Maintaining supply & closet inventory for procedural materials (ordering, expiration date tracking – for pap, exam, implant/IUD equipment)
- Collaboration with HAVEN departments:
    - Working closely with the Executive directors, Clinical Advisors, Education, Social Services, and Referrals directors to develop programming and resources to expand and improve reproductive health at HAVEN.
    - Partnering with Social Services and Behavioral Health to manage patients who experience Intimate Partner Violence
    - Managing pap result and colposcopy follow-up with colposcopy attending, Ellen Wormser, CNM.

**Questions? Contact:* Jasmine Jiang: jasmine.jiang@yale.edu
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Social Services (2 of 3 positions available)

**Requirements*: Open to any Yale community member. Graduate or health professions students may be given preference. Applicants who are available in-person in New Haven over the Summer will be given priority.

**Time commitment*: 7-10 hours for virtual and/or in-person clinic on most Saturdays, plus 5-8 hours per week outside of clinic. Follow-up on patients during the week varies and often requires phone calls and emails from M-F during business hours.

**Description*: The Social Services Directors are responsible for:

- Scheduling, training and supervising the Social Services volunteers. This includes developing training tools each term, and updating ongoing resource reference materials for volunteers.
- Assisting volunteers with documenting patient interactions and formulating an appropriate follow up plan for each patient.
- Maintaining an internal Social Services patient needs and quantitative data tracking system, while updating EPIC electronic health records.
- Building internal Social Services patient trackers by detailing action items for scheduled patient visits, coordinating unscheduled patient encounters with other HAVEN departments, and researching personalized resource requests.
- Monitoring both tele-health and in-person clinic operations, and virtual patient tracking and follow-up systems.
- Following active/urgent patient cases outside of clinic hours. This involves contacting other primary care clinics, social services agencies, and patients. Directors can delegate followup to volunteers if sufficiently supervised.
- Acting as care coordinators for patients by following up on open interactions with both clinical and ancillary HAVEN departments and coordinating with Patient Services to refer and schedule appointments for patients accordingly.
- Maintaining updated lists of community resources, cultivating ongoing relationships with community partners, and actively seeking out new resources and contacts for patients. This sometimes requires video conferencing or going off campus during the week (mostly during normal business hours).
- Learning about the various federal, state, and community-based programs
- available for low-income adults, children, and families, and corresponding requirements for eligibility.

- There is an expectation that Directors will dedicate time both in and out of clinic to improving the services we offer, in addition to performing their required weekly duties.
- New director will be required to be the CREC subcommittee co-chair for their term

**Questions? Contact:* Theresa Marciano: theresa.marciano@yale.edu
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Student Relations
(2 of 4 positions available)

**Requirements*: No specific requirements except adept communication and organizing skills

**Time commitment*: 5-10 hours per week. About 5 hours per week spent emailing volunteers to arrange staffing of the Clinic each Saturday. This increases to 10-15 hours per week during volunteer recruitment and selection, which happens twice a year and board recruitment, the majority of which happens 2 times a year. It is advisable for the Student Recruitment Director to occasionally serve as a volunteer on Saturdays or to spend time at HAVEN to ensure familiarity with the Clinic.

**Description*: The responsibilities of the Student Recruitment Director include:

- Addressing prospective volunteer inquiries
- Organizing student volunteer and leadership board applications, info sessions, and recruitment events
- Facilitating volunteer selection process
- Organizing volunteer contact information and centralize scheduling
- Maintain volunteer lists and assist board members with volunteer issues
- Maintain volunteer compliance (e.g., complaints, strikes)
- Scheduling Senior Clinical Team Member, Primary Care and Community Health Advanced Elective, and Junior Clinical Team Member volunteers
- Organize and implement volunteer training
- Managing volunteer shift trades, attendance, and concerns
- Managing volunteer feedback and communicating issues with board as necessary
  Lead planning and coordination of a volunteer appreciation event each term, as well as other activities in order to foster a sense of community at HAVEN (e.g. invitation to volunteers to see a film on primary care)

**Questions? Contact:* William Liu: william.liu@yale.edu
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Phil Xu: phil.xu@yale.edu

Vaccine (1 of 3 positions available)

**Requirements*: No specific requirements except adept communication and organizing skills. Spanish fluency is preferred but not required. Likewise, prior experience volunteering within the Vaccine Department preferred but not required. Can be any member of the Yale community (RNs or soon-to-be RNs are encouraged to apply).

**Time commitment*: 5-10 hours per week, on average. ~7 hours per week when you are the director staffing clinic (once every 3 weeks or equivalent); 1-3 hours per week outside clinic. Must be available to fulfill Vaccine duties outside of clinic hours.

**Description*: The responsibilities of the Vaccine Director include:

- Organize weekly vaccine administrator and coordinator coverage.
- Complete pre-clinic preparation by reviewing appointments, rescheduling as needed, and communicating with clinical team members and EDs.
- Regularly check vaccine inventory and ordering to maintain an adequate supply.
- Ensure compliance of records and paperwork in accordance with state (CTWiz) and clinic standards (EPIC).
- Recruit and train new vaccine administrators and coordinators.

**Questions? Contact:*

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