PCC Community Wellness is starting recruitment for our 2020-2021 Gap Year program. PCC is a network of Federally Qualified Health Centers on the West Side of Chicago, serving medically underserved patients in low resourced communities. PCC Community Wellness’ Gap Year program is a cohort of talented individuals who are interested in pursuing medical school but would like to work within the healthcare field for a year (or two) to expand their horizons and gain experience serving underserved populations. Our goal is to provide an enriching program with physician mentors, RN managers, intra-cohort support, and applied professional experience while bringing eager minds into our organization to learn from our staff and help push to create change. Gap Years at PCC serve as Care Coordinators, directly facilitating access to important primary care and substance use treatment with our team of physicians, advanced practice nurses, registered nurses, social workers, and care coordinators.

Experience/Abilities:
- Fluency in Spanish preferred but not required
- Personal transportation helpful but not required
- Experience with MS Office applications Excel and Word
- Ability to display excellent customer service during in person and telephone contact
- Ability to support a diverse patient population with unique needs
- Ability to effectively communicate with a team

Two position opportunities are available: Maternal Child Health Care Coordinator & Chemical Dependency/Emergency Department Care Coordinator. Specific information about these teams can be found below.

Application Information

Preferred start date for this position is 6/10/2020; exceptions will be made for academic calendar reasons. Interested applicants should please email a cover letter, resume, and three references to gapyear@pccwellness.org by March 1st. It is strongly preferred that applicants plan for a 13-month commitment, so they may train their replacement at the end of the academic year.

Here is the link to the general job description for Care Coordinators at PCC:
https://pccwellness.applicantstack.com/x/detail/a2zwbpzurunu

Maternal Child Health Care Coordinator:
As a Maternal Child Health Care Coordinator, gap year students will work to support PCC’s pregnant, postpartum and newborn patients. As PCC primarily serves uninsured and Medicaid patients, the Maternal Child Health Care Coordinators will focus on making health care more accessible for these communities.

The responsibilities include:
- Rounding post-delivery patients at the hospital to assist in the discharge of postpartum patients and their newborns
- Creating a list of pregnant patients each month for case management, where providers develop specialized care plans for high and moderate risk pregnancies
- Counseling patients in our Chemical Dependency Clinic on contraceptive options and reproductive life planning with an emphasis on supporting patients’ reproductive autonomy
- Managing the application process of and distribution of the specialty medication Synagis, a lifesaving injection that protects newborns with cardiovascular and respiratory problems from Respiratory Syncytial Virus
Coordinating care and scheduling appointments for pregnant patients
Updating patient records with information pertaining to maternal and pediatric patients’ health

**Chemical Dependency/Emergency Department Care Coordinator:**
As the Chemical Dependency/Emergency Department Care Coordinator, the gap year student will work on the hospital floors and in the Emergency Department of West Suburban Medical Center (WSMC) to connect patients struggling with substance use disorder and lack of primary care to PCC services.

The responsibilities include:

- Daily rounding of PCC patients and substance use patients admitted under the Family Medicine Services and the Emergency Department of WSMC to ensure that patients have follow up post-discharge
- Educating patients in the Emergency Department about access to healthcare options including establishing primary care and PCC’s Walk in Clinic
- Outreaching patients who were unable to attend their follow up appointments and assisting them in rescheduling
- Updating patient records with information pertaining to recent hospitalizations and Emergency Department visits
- Coordinating care, reviewing insurance redetermination dates and scheduling appointments for Chemical Dependency Clinic patients
- Participation as an active member of the Chemical Dependency Clinic team, contributing insight on needs to better serve our patients and building relationships with the medical providers and patients