



Clinical Systems Specialist

The Opportunity:

The **Clinical System Specialist** is responsible for assisting in the management, operations and implementation of Electronic Medical Record Systems for Evergreen Association. Essential functions of this role include Managing the Medent EMR system to include: Maintaining and updating documentation and training manuals; Managing maintenance, troubleshooting, and upgrades of systems; Planning and integration of new programs and/or services; Creation and maintenance of user accounts; and Creation and maintenance of documents, forms or templates, as requested/required.

Qualified Candidate will have an Associate degree or equivalent in a related field; Two (2) years of experience utilizing Electronic Medical Record software, preferably Medent; and previous training experience.

About the Association:

The Evergreen Association is a nonprofit, multi-agency service group with the mission of fostering healthy communities throughout Western New York. We provide medical, pharmacy, housing, mental health, nutrition, transportation, and syringe exchange services, as well as health education, health promotion, and disease-specific prevention programs to over 13,000 individuals from within our five facilities located in Buffalo and Jamestown, NY. Our staff practices an intentionally thoughtful approach to delivering improved health outcomes, particularly for individuals and families affected by poverty, addiction, stigma, and/or other significant life challenges. We specialize in serving those who are dealing with multiple chronic diseases, such as HIV/AIDS, diabetes and heart disease, mental health challenges, and substance abuse, and provide a number of services created to assist sexual minorities, whose needs are often not met by mainstream providers. The Evergreen Association is an equal opportunity employer committed to maintaining a diverse workforce. We encourage women and members of other minority groups, including people of color, to apply. We offer competitive salaries, excellent benefits and a generous paid time off package. Evergreen Health and its affiliates follow an equal opportunity employment policy and employs personnel without regard to age, race, color, ethnicity, national origin, religion, marital status, sexual orientation, gender, gender identity, gender expression, physical or mental ability, veteran status, and/or military obligation.

We offer competitive salaries, excellent benefits and a generous paid time off package.

Job Type: **Full-time**

Required education: **Associate's**

Required experience: **Utilizing Electronic Medical Record software (2 years); Training**

Applicants should submit their cover letter and resume to career@evergreenhs.org.



Front Desk Clerk

The Opportunity:

The **Front Desk Clerk** provides all receptionist, clerical, organizational and data reporting support to Evergreen Medical Group. He/she collaborates with and supports team members to ensure a patient focused approach to care. Essential functions of the role include, but are not limited to: Serving as receptionist for the medical practice area, directing clients/patients in the office while handling incoming calls; Scheduling of all new and existing patients; Providing a positive, welcoming, customer service-oriented experience for the patient; and Serves as receptionist for the medical practice area directing clients/patients in the office while handling a variety of incoming calls for Evergreen Medical Group. Accurately schedules all new and existing patients; Providing a positive, welcoming, customer service-oriented experience for the patient.

Qualified Candidate will have a high school diploma and two years of experience in a front desk support position, in a medical office setting. Must be able to communicate clearly and professionally in writing and verbally. Attention to detail and computer efficiency required. Experience with EMR (Electronic Medical Records) systems strongly preferred. Excellent typing and editing/proofreading skills highly desired.

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Job Type: **Full-time**

Required education: **High School Diploma**

Required experience: **Front desk support, in a medical office setting (2 years)**

Preferred Experience: **Working in EMR systems**

Applicants should submit their cover letter and resume to career@evergreenhs.org.



Front Desk Clerk Southern Tier

The Opportunity:

The **Front Desk Clerk** provides all receptionist, clerical, organizational and data reporting support to Evergreen Medical Group. He/she collaborates with and supports team members to ensure a patient focused approach to care. Essential functions of the role include, but are not limited to: Serving as receptionist for the medical practice area, directing clients/patients in the office while handling incoming calls; Scheduling of all new and existing patients; Providing a positive, welcoming, customer service-oriented experience for the patient; and directing clients/patients in the office, while handling a variety of incoming calls for Evergreen Medical Group. The Front Desk Clerk accurately schedules all new and existing patients; Ensures the placement of patients with appropriate providers based on specialty and credentialing parameters; Ensures verification and eligibility of all insurances the day of appointment and Utilizes the EMR system for timely and accurate data entry.

Qualified Candidate will have a high school diploma or GED; and two years of experience in a front desk support position, in a medical office setting. Must be able to communicate clearly and professionally in writing and verbally. Attention to detail and computer efficiency required. Experience with EMR (Electronic Medical Records) systems (Medent) strongly preferred. Knowledge of medical terminology preferred. Excellent typing and editing/proofreading skills highly desired.

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We offer competitive salaries, excellent benefits and a generous paid time off package.

Job Type: **Full-time**

Required education: **High School Diploma**

Required experience: **Front desk support, in a medical office setting (2 years)**

Preferred Experience: **Working in EMR systems**

Applicants should submit their cover letter and resume to career@evergreenhs.org.



HCV Adherence Specialist

The Opportunity:

The **HCV Adherence Specialist** provides interventions and education surrounding prescribed Hepatitis C medications for Evergreen Medical Group patients. The HCV Adherence Specialist is responsible for working with patients to ensure medication adherence and follow-through with their care program, particularly those who are co-infected and/or are experiencing adherence barriers or challenges. The specialist also collaborates and supports with team members to ensure a patient-focused approach to care.

Qualified Candidate will have a current license to practice as a Registered Nurse in New York State, current BCLS certification, and at least one (1) year of experience in a medical office setting preferably in an infectious disease practice, and demonstrated phlebotomy skills. Must be able to handle PHI, and other sensitive material, maintaining the highest level of confidentiality while displaying sound judgment. Sensitivity toward cultural diversity, HIV/AIDS and lifestyle and addiction issues essential.

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Job Type: **Full-time**

Required license: **Registered Nurse**

Required certification: **BCLS**

Required experience: **Medical Office Setting (1 year); Working in infectious disease practice (1 year); Phlebotomy**

Applicants should submit their cover letter and resume to career@evergreenhs.org.



Information Technology Technician II

The Opportunity:

The **Information Technology (IT) Technician II** is responsible for providing assistance in the operations and implementation of Information Technology for the Evergreen Association. The IT Technician II works with staff, at all locations, to provide computer hardware and software support where needed, including support for copiers, printers and association-issued mobile devices (tablets, laptops, smart phones, etc.) The IT Technician II will also act as Project Lead for IT hardware and software systems research, implementation and maintenance, providing training, as needed, on iPad/iPhone Agreement, BYOD Policy, and UUA Agreement.

Qualified Candidate will have an Associate degree (or equivalent) in Computer Science or related field. Candidate will have (minimum) five (5) years of experience in Information Technology field, providing support in computer hardware and software, Microsoft Office Suites (2007 or later), and Microsoft Server environment. CompTIA A+ or similar certification(s) preferred. Basic SQL query logic required.

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We offer competitive salaries, excellent benefits and a generous paid time off package.

Job Type: **Full-time**

Required education: **Associate (Computer Science, or related field)**

Required experience: **Information Technology; IT Support; Microsoft Office Suites; Microsoft Server (5 years)**

Other requirements: **Basic SQL query logic**

Applicants should submit their cover letter and resume to career@evergreenhs.org.



Medication Assisted Treatment (MAT) Clinician Part-Time

The Opportunity:

The **Medication Assisted Treatment (MAT) Clinician** is the primary prescriber of Medication Assisted Treatment for the Harm Reduction Center, and will collaborate with the Center's leadership and Evergreen's Chief Medical Officer to provide MAT services (namely buprenorphine) through a low-threshold model, as well as wound care and triage of acute health concerns as needed. He/she collaborates with and supports team members to ensure a patient-focused approach to care.

Qualified Candidate will be a Licensed physician registered with the New York State Education Department; Board certified in a medical specialty. Candidate must also hold current buprenorphine prescribing waiver or successful completion of this training within one (1) month of employment. One (1) or more years in a Medication Assisted Treatment (MAT) clinic setting is strongly preferred. Current ACLS and CPR certifications required. Experience utilizing EMR software strongly preferred.

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We offer competitive salaries, excellent benefits and a generous paid time off package.

Job Type: **Part-time**

Required license: **Physician (New York State Education Department Registered)**

Required certification: **ACLS, CPR**

Required experience: **Medication Assisted Treatment (MAT) clinic setting (1 year)**

Other requirements: **Current buprenorphine prescribing waiver or successful completion of training**

Applicants should submit their cover letter and resume to career@evergreens.org.



Medication Assisted Treatment (MAT) Clinician

The Opportunity:

The **Medication Assisted Treatment (MAT) Clinician** is the primary prescriber of Medication Assisted Treatment for the Harm Reduction Center, and will collaborate with the Center's leadership and Evergreen's Chief Medical Officer to provide MAT services (namely buprenorphine) through a low-threshold model, as well as wound care and triage of acute health concerns as needed. He/she collaborates with and supports team members to ensure a patient-focused approach to care.

Qualified Candidate will (preferably) be a Nurse Practitioner who has graduated from a regionally accredited or New York State registered college or university with a Master's degree in Nursing, and certified as a Nurse Practitioner by the State of New York; or (minimum) a Physician Assistant who is a graduate of an accredited Physician Assistant program having also passed the PANCE (Physician Assistant National Certifying Exam). Candidate must hold current buprenorphine prescribing waiver or successful completion of this training within one (1) month of employment. One (1) or more years in a Medication Assisted Treatment (MAT) clinic setting is strongly preferred. Current ACLS and CPR certifications required. Experience utilizing EMR software strongly preferred.

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Job Type: **Full-time**

Required Education: **Masters (Nursing)**

Required license: **Nurse Practitioner (Preferred); OR Physician Assistant**

Required certification: **ACLS, CPR**

Required experience: **Medication Assisted Treatment (MAT) clinic setting (1 year)**

Other requirements: **Current buprenorphine prescribing waiver or successful completion of training**

Applicants should submit their cover letter and resume to career@evergreenhs.org.



Phone Operator Generalist

Multiple Openings

The Opportunity:

The **Phone Operator Generalist** serves as an engaged team member of the Evergreen Association to enhance the customer experience. The Phone Operator Generalist will meet or exceed customer expectations by taking ownership of each inbound phone call, and by understanding what is important to each customer.

Qualified Candidate will have a High School Diploma or GED, Associate degree preferred; Minimum two (2) years of years of experience as a phone operator or comparable. Previous employment in a call center environment highly preferred. Candidate must be able to maintain composure under stressful demands and multi-task; Must be detail-oriented with an ability to document phone metrics for the department. Familiarity with computers and MS Office software (Outlook, Word, Excel) required. Sensitivity toward cultural diversity, HIV/AIDS and lifestyle and addiction issues essential.

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Job Type: **Full-time**

Required Education: **High School Diploma or GED (Associate Degree preferred)**

Required experience: **Phone Operator (2 years); Call (Phone) Center (Preferred) (2 years)**

Applicants should submit their cover letter and resume to career@evergreenhs.org.



Retention Support Assistant

The Opportunity:

The **Retention Support Assistant (RSA)** is a member of Evergreen Health's targeted communities who help the agency to build meaningful connections with individuals and groups within target populations. The Retention Support Assistant participates as a member of the Evergreen Medical Group's Care and Treatment team, working to continually engage Evergreen Medical Group's HIV/AIDS, Hepatitis C and/or PrEP patients to get linked into care and/or adhere to service plans and treatment. The Retention Support Assistant also assists with logistics and support for other Evergreen Medical Group programs. The RSA collaborates and supports team members to ensure a patient-focused approach to care.

Qualified Candidate will be a member of Evergreen Health's target population with a willingness to serve as a liaison between Evergreen Medical Group and the community. Sensitivity to HIV/AIDS, addiction and LGBT issues essential. Candidate must possess valid NYS driver's license and insured, dependable car to use for client services.

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Job Type: **Full-time**

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Registered Nurse

2 Openings

The Opportunity:

The **Registered Nurse** is responsible for performing the duties of a registered nurse in the primary care facility. He/she collaborates and supports with team members to ensure a patient-focused approach to care. He/she assesses the physical and psychosocial status of patients by means of interview, health history and physical examinations; Ensures patient flow is managed efficiently while maintaining a high quality of care. He/she conducts patient education to increase knowledge of disease process, terminology, medication, assessment tools (routine labs) and treatment options using clinician recommendations, educational tapes, booklets, Internet resources, HIV magazines and journals. He/she performs triage for telephone calls from patients and directs them to appropriate avenue for treatment. He/she makes appropriate referrals to other healthcare providers and consults with, or refers patients to, providers as per treatment protocols.

Qualified Candidate will have a current license to practice as a Registered Nurse in New York State; Current BCLS (Basic Cardiac Life Support) certification; One (1) year experience in a medical office setting, preferably in an HIV/AIDS or other infectious disease practice. Demonstrated phlebotomy skills required.

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Job Type: **Full-time**

Required license: **Registered Nurse (New York State)**

Required experience: **Medical office setting (preferably in an HIV/AIDS or other infectious disease practice) (1 year)**

Required certificate: **BCLS (Basic Cardiac Life Support) certification**

Applicants should submit their cover letter and resume to career@evergreenhs.org.



Registered Nurse

Southern Tier

2 Openings

The Opportunity:

The **Registered Nurse** is responsible for performing the duties of a registered nurse in the primary care facility. He/she collaborates and supports with team members to ensure a patient-focused approach to care. He/she assesses the physical and psychosocial status of patients by means of interview, health history and physical examinations; Ensures patient flow is managed efficiently while maintaining a high quality of care. He/she conducts patient education to increase knowledge of disease process, terminology, medication, assessment tools (routine labs) and treatment options using clinician recommendations, educational tapes, booklets, Internet resources, HIV magazines and journals. He/she performs triage for telephone calls from patients and directs them to appropriate avenue for treatment. He/she makes appropriate referrals to other healthcare providers and consults with, or refers patients to, providers as per treatment protocols. Position requires travel throughout the Southern Tier including Jamestown, Olean and Dunkirk Clinic sites.

Qualified Candidate will have a current license to practice as a Registered Nurse in New York State; Current BCLS (Basic Cardiac Life Support) certification; One (1) year experience in a medical office setting, preferably in an HIV/AIDS or other infectious disease practice. Demonstrated phlebotomy skills required. Must have valid NYS driver license.

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Job Type: **Full-time**

Required license: **Registered Nurse (New York State); Driver License**

Required experience: **Medical office setting (preferably in an HIV/AIDS or other infectious disease practice) (1 year)**

Required certificate: **BCLS (Basic Cardiac Life Support) certification**

Applicants should submit their cover letter and resume to career@evergreenhs.org.



Security Officer

2 Openings

The Opportunity:

The **Security Officer** is responsible for the general safety and security of guests, clients, and staff. They will inspect, patrol, and monitor activities on campus; Enforce security and safety procedures; Serve on the Safety Committee; Work security for special programming upon request; and Assess the potential for disturbance or danger and take appropriate action, including alerting first responders, to reduce threats. **This is a first shift position.**

Qualified Candidate will have a High School Diploma or GED, minimum three (3) years experience, and must meet the criteria recommended by the New York State Security Guard Advisory Council. Must be able to communicate clearly and professionally; demonstrate personal responsibility and integrity; and show initiative and ability to work independently. Sensitivity to cultural diversity, HIV/AIDS, addiction, and LGBT issues essential.

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We offer competitive salaries, excellent benefits and a generous paid time off package.

Job Type: **Full-time (First Shift)**

Required education: **High School Diploma or GED**

Required experience: **General Security , Safety Patrol (3 years)**

Other Requirements: **Must meet minimum criteria by the New York State Security Guard Advisory Council**

Applicants should submit their cover letter and resume to career@evergreenhs.org.