

Valley AIDS Council d/b/a Westbrook Clinic Position Description

Job Title: Every Body Texas Coordinator – Texas Family Planning (Title X LVN)
FLSA Status: Non-Exempt (Contract)
Approved By: CEO/Executive Director
Approval Date: 5/18/2021
Skill Level: LVN
Department: Medical
Reports to: Director of Nursing

EMPLOYEE RISK FACTOR: III

Performs tasks that do not routinely involve exposure to blood, body fluids or tissues, and are not called on to perform or assist in emergency medical care or first aid to be potentially exposed in any other way as a condition of employment.

SUMMARY:

The Every Body Texas Coordinator will reach out to clients that have not attended a scheduled family planning medical appointment to re-engage them back into their family planning goals, medical care and screen clients for Title X eligibility. They will assist clients with barriers that keep them out of care through referrals to community resources and aid them in maintaining their eligibility status current to avoid disruption of medical and social services. The Every Body Texas Coordinator will also provide quality and comprehensive family planning Health Education, and other educational topics as needed along with information of other benefits and entitlements. Through education and empowerment, the Every Body Texas Coordinator plays a major role in keeping our clients in care and eliminating stigma.

This job will require traveling within the Cameron, Hidalgo and Willacy counties from time to time.

SUPERVISION RECEIVED:

1. Direct Supervisor: Director of Nursing
2. Department Director: Administrative Medical Director
3. COO
4. CEO

SUPERVISION EXERCISED:

1. None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service at all times to all clients.
- Link and re-engage people wanting family planning medical services and or social services programs.
- Conduct eligibility processes for those seeking family planning medical care by assisting clients with providing proof of eligibility for Title X services.
- Identify current and potential barriers to assist appointments. Assist in addressing and or eliminating those barriers.
- Provide education to clients and their support system for family planning medical services.
- Screen clients to determine eligibility for Title X services, maintaining accurate documentation of said eligibility, and documenting outcome on of services of said eligibility.
- Assist clients in obtaining program eligibility documentation.

- Provide information of Title X services, Sliding Fee Scale and their responsibility and consequences of non-compliance.
- Assist clients with identifying and linking them to other potential aid programs.
- Serve as a liaison to assist within the agency and the entire benefits community by developing collaborative relationships with individuals and organizations.
- Assist the case management staff in linking clients to specific applicable benefits and entitlements.
- Assist clients in obtaining services from external providers, whenever possible.
- Advocate on behalf of the client when necessary to ensure access and successful linkage to benefits and entitlements.
- Maintain client's eligibility for Title X services yearly.
- Assist clients with filing appeals when necessary and provide resources for other programs that can aid the client during the appeals time of procurement.
- Maintain client files and all necessary data entry in a timely manner.
- Utilizes data systems in place to track client adherence to medical appointments and obtain basic client data to locate and re-link to family planning services.
- Works in close collaboration with all other members of the Medical team, including physicians and other health care personnel in patient evaluation and treatment to further their understanding of significant social and emotional factors underlying client's overall health.
- Responsible for managing insurance required pre-authorizations of patients in their care.
- Responsible for the management of prescription re-fills of patients in their care.
- Accurate, timely charting of patient encounters, including but not limited to patient history, physical exams, diagnostic findings, lab and test results, consultations with other providers, diagnoses, discharge instructions and prescriptions.
- Professional, non-intrusive interaction with patients, physicians, clinic staff and other co-workers.
- Maintains patient's charts in current status by entering all pertinent orders, reports, and progress notes.
- Assists in the preparation of patient charts prior to clinic appointments.
- Compliance with clinic and HIPAA policies, including those relating to confidentiality of patient information.
- Assist in scanning and compiling paper medical records into the Electronic Medical Records system.
- Excellent job attendance.
- "Charts" and "Charting" refers to primarily electronic medical records, but may at time include paper documents.
- The ability to demonstrate knowledge and work with diverse populations in the community.
- Complete and submit reports on a monthly basis as to the number of services provided in an effort to meet or exceed the funder's measures/requirements. Reconcile corrections as needed.
- Review policy and procedures annually and update as needed.
- Participate in meetings and activities as required.
- Maintain a flexible schedule; this position may occasionally require non-traditional hours, such as evenings and weekends.
- Other duties as assigned.

MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:

- A High School Diploma is required.
- Current Texas Licensed Vocational Nursing.
- 1 year of community health care work with a history of mental illness, homelessness, or chemical dependence; or any equivalent combination of education and experience. Must meet minimum training requirements.

MINIMUM QUALIFICATIONS – KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of HIV/AIDS; knowledge of community resources and referrals; knowledge of OSHA regulations. Working knowledge of Microsoft Office, specifically Outlook, Word & Excel.
- Skill in operating the listed tools and equipment.
- Ability to communicate effectively both orally and in writing in English; organizational and time management skills.
- Ability to perform multiple tasks; good problem-solving abilities; demonstrate flexibility and positive people skills. Ability to work with people of diverse backgrounds living with HIV/AIDS.

SPECIAL REQUIREMENTS/QUALIFICATIONS:

- State of Texas Class “C” Driver’s License. Employee must maintain all certifications, licenses and/or registrations consistent with Westbrook Clinic policy and Texas State Law.
- Bilingual (English & Spanish) required.

EQUIPMENT USED:

Requires frequent use of personal computer, including word processing and spreadsheet programs; telephone, copy machine, fax machine, and automotive vehicle.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORKING CONDITIONS:

Work is predominantly performed in an office setting where the noise level is usually quiet.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Valley AIDS Council d/b/a Westbrook Clinic is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the Agency community and the employment experience of its members. Valley AIDS Council d/b/a Westbrook Clinic prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all Agency Policies and Workplace Postings.

Background investigations and a drug screen are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon Valley AIDS Council d/b/a Westbrook Clinic’s acceptance of the results of the background investigation and drug screen.

Employment with Valley AIDS Council d/b/a Westbrook Clinic will require training which may include but not limited to explicit training/discussion regarding sex and sexuality. This position may also encounter such explicit language when dealing with clients and targeted populations.

This job description has been discussed with me by my supervisor. I agree to perform these duties to the best of my abilities, and I understand that my duties may not be limited to those described above.

Employee Signature

Date

Supervisor Signature

Date

HR Director Signature

Date

CEO/Executive Director Signature

Date