

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

Job Title: Linkage to Care Specialist  
FLSA Status: Non-Exempt (Contract)  
Approved By: CEO and COO  
Approval Date: 08/19/2019

Skill Level: Linkage to Care Specialist (Community Health Worker)  
Department: Access and Continuity of Care  
Reports to: Linkage and Retention to Care Coordinator

*O\*Net Equivalent: 21-1022.00, Healthcare Social Workers, Job Zone 5, 5-Bachelor's degree, Provide individuals, families, and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses. Services include advising family care givers, providing patient education and counseling, and making referrals for other services. May also provide care and case management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare.*

### **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 Linkage to Care Specialist will assist in the intake process for people who have had a recent HIV diagnosis and or those who are seeking re-apply for services with the Valley AIDS Council/Westbrook Clinic. They will assist clients with barriers that keep them out of care through identifying those barriers, creating care plans to address the barriers identified referrals to community resources. The Retention/Eligibility Specialist will also provide quality and comprehensive HIV Health Education, Adherence Education and other educational topics as needed along with information of other benefits and entitlements. Through education and empowerment the Retention/Eligibility Specialist 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: Linkage and Retention to Care Coordinator
2. Department Director: VP of Access and Continuity of Care & Director of Capacity Building
3. COO
4. CEO/ED.

### **SUPERVISION EXERCISED:**

1. None

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- To provide intake services for new and returning clients to access medical services. This includes gathering documents for eligibility and obtaining signatures on required forms.
- Provide transportation services for clients in need to be able to access medical services, obtain eligibility documents, and access other community resources.
- Assist clients with identifying and linking them to other potential aid programs (Medicaid, Medicare and ACA).
- Accompany clients to their appointments at entitlement / benefits agencies when necessary.
- Identify current and potential barriers to care. Assist in addressing and or eliminating those barriers.
- Provide health education to the client and those individuals affected with basic HIV/AIDS information, medication adherence, importance of lab and medical appointment adherence and be able to answer any other concerns or questions they may have.
- Facilitate support groups and provide extensive education.
- Completing weekly and monthly administrative reports reflecting caseload activities and documenting usage of agency resources.
- Assessing the health care and social service needs of new and returning clients.
- Participates in planning for improving health services by interpreting social factors pertinent to development of program.
- Works in close collaboration with physicians and other health care personnel in patient evaluation and treatment to further their understanding of significant social and emotional factors underlying patient's health problem to facilitate continuity of medical care.
- Obtain referrals from other healthcare providers in settings such hospitals, private practices, community clinics, health department and any other facility seeking to assist HIV positive individuals.
- Advocate for clients who are seeking medical services and or other community resources as necessary.
- Accurately enter data in ARIES Data Management System and electronic medical records in a timely manner
- Provide excellent customer service at all times to all clients.
- Participate in VAC special events.
- The ability to work with diverse groups in the community.
- Maintain a flexible schedule Monday - Friday 8:00 am - 5:00 pm, this position may occasionally require nontraditional hours, such as evenings and weekends.
- Maintain strong organizational and time management skills.
- Demonstrate flexibility, ability to perform multiple tasks, good problem solving and positive people skills.
- Other duties as assigned.

## **MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:**

- A High School Diploma is required.
- A degree from an accredited 4-year college or university program in the fields of health, social services, mental health or related area preferred but not required.

- Certified Community Health worker preferred but not required.
- 1 year of case management experience with people living with HIV, and/or persons 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.
- Ability to operate Microsoft Office software, 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

