

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

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

Skill Level: Retention to Care Specialist (Community Health Worker)
Department: Access and Continuity of Care
Program: Linkage and Retention to Care
Reports to: Linkage and Retention to Care Program 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 Retention to Care Specialist will reach out to clients that have not attended a scheduled HIV medical appointment or accessed Ryan White Case Management services and re-engage them back into HIV medical care and Ryan White services. They will assist clients with barriers that keep them out of care through client centered interventions and referrals to community resources. This person will also be tasked with managing a case load of patients that have fallen out of care and work with them one on one to re-engage into medical care and/or medical case management. They will work in a multidisciplinary team that includes other programs from their department and the medical team as well. The Retention to Care 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.

SUPERVISION RECEIVED:

1. Direct Supervisor: Linkage and Retention to Care Program 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:

- Provide excellent customer service at all times to all clients.
- Link and re-engage people living with HIV into medical care and or social services programs.

- Conduct partial intakes for those seeking to get back into medical care by assisting clients with providing proof of eligibility for Ryan White services.
- Identify current and potential barriers to care. Assist in addressing and or eliminating those barriers.
- Provide education to clients and their support system on HIV and adherence.
- Screen clients to determine eligibility for Ryan White 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 RW services, Sliding Fee Scale and there responsibility and consequences of non-compliance.
- Assist clients with identifying and linking them to other potential aid programs (Medicaid, Medicare and ACA).
- Inform patients on accessing public benefits in order to ensure a smooth transition into all available services, and minimize any initial disruptions to early intervention care continuity. This will include referring clients in signing up for applicable private health insurance, removing barriers to obtaining said insurance, and educate client on maintaining and understanding said insurance coverage, responsibilities and benefits.
- Serve as a liaison to assist within the agency and the entire benefits community by developing collaborative relationships with individuals and organizations.
- 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.
- Accompany clients to their appointments at entitlement / benefits agencies when necessary.
- 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 care.
- 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.
- The ability to demonstrate knowledge and work with diverse populations in the community.
- Complete reports on a monthly basis as to the number of services provided in an effort to meet or exceed the funder's measures/requirements.
- 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.
- 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. 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 will require traveling within the Hidalgo, Willacy, and Cameron Counties from time to time.

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