

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

Job Title: Support Services Navigator
FLSA Status: Non-Exempt
Approved By: CEO/Executive Director
Approval Date: 09/01/2018

Skill Level: Support Services Navigator
Department: Case Management
Reports to: Director of Client Services

*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 Support Services Navigator will help clients utilize resources available in our agency and the community to overcome their barriers and improve social and medical outcomes.

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

SUPERVISION RECEIVED:

1. Direct Supervisor: Director of Client Services
2. Department Supervisor: Director of Client Services
3. CEO/ED.

SUPERVISION EXERCISED:

1. None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide direct support to clients living with HIV to overcome barriers and improve their medical and social outcome.
- Call clients that did not show up to their appointment, reschedule appointment, and document barriers.
- Triage clients when they walk in and direct them to the appropriate case manager and/or assist client with need.
- Assist graduated clients with support services such as Health Insurance assistance, food pantry, Emergency Financial Assistance, Medication Assistance and other support services.
- Refer client to community resources.
- Assess graduated client for any changes in social and/or medical conditions.
- Participate in VAC/Westbrook Clinic 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 non-traditional hours, such as evenings and weekends.
- Other duties as assigned.

MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:

A high school diploma or GED. Prefer one year of experience with HIV infected persons, and/or persons with a history of mental illness, homelessness, or chemical dependence. 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.

Must have oral and written communication skills 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) preferred.

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