

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

Job Title: Support Services Navigator  
FLSA Status: Non-Exempt (Contract)  
Approved By: CEO and COO  
Approval Date: 08/19/2019

Skill Level: Support Services Navigator  
Department: Access and Continuity of Care  
Program: Client Services  
Reports to: Non-Medical Case Management 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 Support Services Navigator will assist clients to utilize resources that are available within our organization or in the community to overcome barriers and improve healthcare outcomes. The Support Services Navigator will manage a case load of patients identified that are in need services provided by the Support Services Navigator. These services include calling patients who were not able to make it to their medical appointment and get them to reschedule, triage any client who comes in as a "walk-in" and refer them to the appropriate staff or program, and provide the appropriate service based on the patient's needs (i.e. Food Voucher Program, Health Insurance Assistance, Emergency Financial Assistance). 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: Non-Medical Case Management Coordinator
2. Program Director: Director of Client Services
3. VP of Access and Continuity of Care
4. COO

### **SUPERVISION EXERCISED:**

1. None

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide excellent customer service at all times to clients.

- Triage phone calls and walk-ins for the Medical and Non-Medical Case Management staff and refer as appropriate and or address the client's needs.
- Identify current and potential barriers clients may face and provide direct services and or refer to the corresponding programs.
- Provide information and or services of Ryan White funded programs based on eligibility requirements. Assistance with services includes access to medications, food vouchers, and other support services.
- Refer clients to community resources and other potential aid programs.
- Advocate on behalf of the client when necessary to ensure access and successful linkage to resources, benefits, and entitlements.
- Assess clients who have graduated from case management services for any changes in social and/or medical conditions.
- Maintain client files and all necessary data entry in a timely manner.
- 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 or GED is required.
- Certified Community Health worker preferred but not required.
- Preferred 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 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.

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Employee Signature

\_\_\_\_\_  
Date

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Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Director Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO/Executive Director Signature

\_\_\_\_\_  
Date