**Care Coordinator, HIV Services**

**Position Summary:**

Under the direction of the Program Director, the Care Coordinator will provide daily care coordination, case management, and facilitate direct patient care. This position works with HIV/AIDS and Hepatitis-C infected individuals. Providing health education for patients with an emphasis on medication adherence and treatment compliance; oversee all daily aspects as they are related to planning, implementation, and monitoring all Counseling, Testing and Referral (CTR) and prevention educational services for HIV negative and positive clients.

**Responsibilities of the Care Coordinator:**

* Manage a diverse caseload of patients, accepts warm hand offs from clinical providers for intake, assessment, case management, referrals and linkages to care
* Provides direct training to clinical staff on PrEP and HIV prevention best practices and clinical standards.
* Oversees necessary external trainings for clinical staff on PrEP and HIV prevention.
* Collaborates with the Director of Communications to promote the HIV prevention program through blogs, social media, and other forms of outreach
* Ensures all intake assessments are completed.
* Ability to assess clients for needs related to treatment education, risk reduction and prevention.
* Responsible for participating in the development, implementation and evaluation of individualized patient care plans.
* Establishes long and short term goals for the patient.
* Educates patients regarding the disease process and medications, methods for improving medication compliance, available community resources and other pertinent information.
* Ensure the patients are linked to care management and staff adhere to appropriate lines of communication regarding the work being done with patients.
* Maintains extensive knowledge regarding the current standards of HIV/AIDS care and case management processes.
* Facilitates and coordinates services to develop patient-centered, individualized, integrated patient care plans, including self-management and outcomes goals.
* Provides direct training to clinical staff on PrEP and HIV prevention best practices and clinical standards.
* Oversees necessary external trainings for clinical staff on PrEP and HIV prevention.
* Collaborates with the Director of Communications to promote the HIV prevention program through blogs, social media, and other forms of outreach
* Collaborate with various health care providers across the care continuum to ensure that patients are effectively managed and that health care needs are met.
* Acts as a liaison between patients, their families and healthcare providers.
* Improve patients quality of life through collaboration and follow up care.
* Documents in medical record per policy and standards.
* Maintains accurate and up-to-date records in a timely manner.
* Follows up on all medical care related referrals and documents all contact and outcome in the medical file.
* Interacts with providers, including specialists, to ensure comprehensive care for the patients.
* Facilitates clinical coverage for patient care when needed.
* Ensures the completion of necessary forms/documents required for medication assistance programs.

**Additional Skills of the Care Coordinator, HIV Services:**

* Must have demonstrated knowledge of HIV/AIDS.
* Motivated by change dynamics; high-level ability to manage change.
* Must be able to multitask and work in high stress environment.
* Able to evaluate implementation of program guidelines on a continuing basis, plan for and implement change in an organized and efficient way.
* Knowledge of local health care environment and capacity to form partnerships with other like institutions.
* Excellent clinical assessment skills.
* Excellent customer service and ability to resolve complex customer service issues and exercise conflict management.
* Critical thinking skills.
* Proficient in computer skills and typing.
* Excellent follow through skills prioritization of multiple tasks and attention to detail.
* Knowledge of the Ryan White program and its requirements.
* Knowledge of pharmaceutical vendors and providers in relation to a federally funded clinic.
* Knowledge of the complex and constantly changing fields of: HIV disease, related complications, and medication regimens.
* Preferred fluency in English, Spanish and/or Amharic

**Qualifications:**

* Bachelor’s degree in Psychology, Social Work, Health Education or other related fields.
* Minimum of three to five years of recent clinical experience in ambulatory care setting experience.
* 2 years or more years of experience in Infectious Disease care setting or Case Management setting.
* HIV/HEPC Testing Certifications
* Demonstrate understanding of the principles of behavior and primary health care integration
* Knowledge of funding, community resources/services and clinical standards is required
* Must have Valid Driver’s License with no more than 2 points.