



## Job Description ~ Open Position:

AIDS Alabama South

### ***Client Navigator - Supportive Services***

Reports to	Director of Programs
Benefits Include	Zero cost for single/individual BCBS medical, life, AD&D, STD, and LTD; Cafeteria Plan (FSA & DCA); optional dental and vision; retirement with 50% match; generous paid time off and extended leave; 15 recognized holidays; and more.
Salary Range	\$35,520 (limited experience) - \$40,000 (significant experience), annually.
Minimum Requirements	Bachelor's degree in Social Work or Human Services from an accredited college/university; Strong computer, organizational, and case management skills; Excellent written and verbal skills; Reliable transportation, current/valid Alabama driver's license, acceptable auto insurance limits, good driving record, and proof of COVID vaccination(s). Must successfully complete and pass pre-employment process.
Preferred Qualifications	Master's degree in Social Work from an accredited college or university; Current social work licensure; Prior nonprofit and management experience; Two or more years working with persons experiencing homelessness; Working knowledge of CareWare and Ryan White Part B funding; Bilingual; Proven application of Trauma-Informed Care, Motivational Interviewing, and/or Harm Reduction.
Overall Mission	Responsible for providing client-centered case management to all eligible consumers, linking them to community resources, and providing consumers with decent and affordable housing resources.

#### **Areas of Responsibility**

1. Ensure consumer eligibility before the provision of any services.
2. Provide case management services to clients with HIV/AIDS who seek services through AIDS Alabama South.
3. Provide services including housing assessment and referral, ancillary service referral, intake assessment, and case planning, linkage, service arrangement, monitoring, and support. Services to be provided in the office. Case Management can include home visits and inspections as needed.
4. Complete six (6) month reassessments of consumers on time as required.
5. Facilitate applications for Ryan White Emergency Financial Assistance, Housing Opportunities for Persons with AIDS (HOPWA) rental/mortgage assistance, and ongoing services and provide supportive case management services long-range in nature focused on resolving immediate crisis needs.
6. Be present at least one UWCA (Birmingham) Ryan White case staffing annually.
7. Complete all certifications and training for social work licensure, HOPWA, Post-Test Education, HIV Testing, Drug Testing, Targeted Case Management, and Ryan White Case Management. Some of these trainings are in Birmingham; some travel required.
8. Participate as part of the Program Treatment Team in staffing cases and solving program problems.
9. Complete and submit billing and case notes within 24 to 48 hours after client encounter.
10. Maintain excellent and consistent case management documentation.
11. Adhere to good data quality practices and assist in the recording and reporting of any outcome measurements for related grant and agency reports.
12. Coordinate and facilitate Positive Perspectives, as scheduled.
13. Conduct HIV Post-Test Education, as necessary.
14. Be on-call at main office for walk-in consumers, as scheduled.
15. Assist other departments as needed.
16. Other duties as assigned.

#### **Work Environment**

1. Schedule: Work hours are full time, and occasionally include nights, weekends, and travel.
2. Physical: May lift up to 50 lb. occasionally; long periods of standing, stooping, bending, and sitting. Employee must be able to climb stairs, read documents and respond to written communication, and hear and understand the English language.

3. Cultural: Must be comfortable working with individuals and/or family members living with HIV (or other STIs), as well as those with impaired cognitive behaviors, individuals experiencing homelessness, LGBTQ individuals, and members of various racial/ethnic communities.

### **Overall Expectation**

The employee will be expected to represent the agency in person and through all other methods of communication in a way that reflects the agency's mission. Staff are expected to adhere to all AIDS Alabama Policies, Procedures, and Guidelines (including, but not limited to, Personnel/Human Resources, Finance, Operational, and Housing) as presented and as adapted. The employee will establish a strong, solid line of communication with all levels of staff and external business partners. All employees are expected to perform and communicate openly, effectively, and professionally with staff members, consumers, community members, and external business partners. Candidates must be willing and able to complete all training in obligatory timeframes. Staff participation in agency activities, testing events, and fundraisers is expected as necessary and requested. Be aware that any breach of confidentiality is grounds for dismissal. This job description can be modified to reflect additional tasks.

AIDS Alabama expects staff to create a safe space where all people are valued, respected, and treated with dignity; sexuality is accepted as a healthy part of being human. In such a space, all people would be celebrated for who they are and provided with the economic, educational, and social opportunities to reach their full potential.

**AIDS Alabama is an equal opportunity employer.**

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Employee's signature

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Date

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Human Resources signature

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Date