



Job Description ~ Open Position: AIDS Alabama South *Programs Coordinator*

Reports to	Director of Programs
Benefits Include	Zero cost for single/individual BCBS health; life, AD&D, STD, and LTD; Cafeteria Plan (FSA & DCA); optional dental, vision, life, critical illness, and retirement with 50% match; generous paid time off and extended leave; 15 recognized holidays; and more.
Salary Range	\$45,016 (limited experience) - \$50,016 (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 communication skills; Reliable transportation, current/valid Alabama driver's license, acceptable auto insurance limits, good driving record, and proof of COVID-19 vaccination(s). Must successfully complete and pass pre-employment process.
Preferred Qualifications	Master's degree in social work from an accredited college/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. Maintain caseload for consumers who are also employed by the agency who require emergency financial assistance.
2. Daily review of consumer services assignment to the programs staff, including Psychosocial Support case manager(s).
3. Provide consumers service assignments to the program's staff and the psychosocial support case manager(s).
4. Oversee and coordinate the triage/referral processes for AALS services (internally and externally) by ensuring the triage form/referral form tracking processes for any updates or changes and being the point of contact for resolution to any issue experienced by a referring party.
5. Collaborate with all program departments to ensure completion of Ryan White assessments, review RW eligibility, and confirm compliance with RW eligibility standards.
6. Triage incoming calls, walk-ins, referrals, and disperse client inquiries to the appropriate case manager.
7. Coordinate Ryan White check request internal tracking systems by completing an audit of staff check request logs monthly.
8. Conduct a review of quarterly chart audit findings and provide an in-service/plan for staff to make necessary changes or improvements as it relates to identified areas' needs.
9. Collaborate with RW Services Coordinator to ensure all RW and Medicaid audits are completed in a timely manner.
10. Train new case managers and interns with guidance from the Director of Programs.
11. Service as a point of contact for case managers to assist with overflow and client management needs.
12. Meet with Housing Case Manager to review waitlist and address gaps in services.
13. Complete monthly department reports including Ryan White, Targeted Case Management, HOPWA, Medical Case Management, Transportation, and others.
14. Provide crisis intervention methods as needed to assist case manager staff with critical cases.
15. Review, staff, and assess general eligibility and reasonability for Financial Assistance Committee (FAC) submissions before submitting them to be considered for approval by the FAC committee.
16. Provide FAC reporting and presentation for submission to the FAC. This will include a touch point with accounting to check availability of Broadway Cases and Legislative funding sources.

17. Complete annual report that summarizes findings of the internal tracking systems, including identifying the number of unduplicated consumer services by the department, identifying the most requested service, identifying the initial contact time frames, and plan for increasing unduplicated consumer services for the following year.
18. Be present for (at least) one UWCA (Birmingham) RW case staffing annually.
19. Complete all certifications and trainings for Social Work licensure, HOPWA, Post-Test Education, HIV Testing, Drug Testing, Targeted Case Management, and RW Case Management. Some of these trainings are in Birmingham; some travel required.
20. Attend annual training and certifications; some travel required.
21. Facilitate the Program Treatment Team in staffing cases and solving program problems.
22. Complete and submit billing within 24 to 48 hours after the client encounter and/or other reports on time.
23. Maintain excellent and consistent case management documentation.
24. Assist with coverage as needed, including case management, eligibility, and services related to the programs department.
25. 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 Expectations

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.

Employee’s signature

Date

Human Resources signature

Date