



Client Care Coordinator

PCAF (Pierce County AIDS Foundation) Tacoma Office

Mission Statement: *Pierce County AIDS Foundation, through education and service, prevents HIV infection, assists persons affected by HIV/AIDS, addresses related health problems, and combats associated stigma and discrimination.*

Summary: The Client Care Coordinator coordinates a variety of medical case management services for individuals living with HIV/AIDS. Advocating independence for clients through decision making and accessing services, the Client Care Coordinator also supports clients who were formally engaged in more intensive service levels and have progressed to self-management. Tasks include assessing the sufficiency of self-management and providing additional services, when appropriate, to prevent lapses in care.

Scope of Work:

The Client Care Coordinator, under the supervision of the Client Services Team Lead, is responsible for the following:

- Conduct screening intakes for new clients and reactivations for former clients.
- Manage large caseload of low risk clients. Reassess clients regularly using the PCAF Acuity Scale for level of need.
- Implement, monitor, review, and update individual service plans with low risk clients, tailoring the plans to the clients' identified needs.
- Document client contacts as required by agency and related funding sources. Maintain accurate records as required in a timely manner.
- Draft and submit monthly, quarterly, and annual statistical reports for the Client Services team, grant applications, contract monitoring, and demographic profiles.
- Submit Title XIX billing for eligible clients. Serve as a backup to Case Manager Assistant to identify, investigate, and resolve claims as defined by Title XIX (Medicaid) requirements.
- Maintain a comprehensive understanding of the statewide standards for HIV Medical Case Management, and adhere to the requirements outlined in these standards.
- Develop and demonstrate knowledge of HIV/AIDS related conditions and treatment, particularly as they relate and intersect with advocacy barriers.
- Support Medical Case Managers in the Client Services Department with higher risk clients, participating in care consultations and wraparound services.
- Cultivate and maintain positive working relationships with medical and social services providers. Facilitate referrals for services when necessary and appropriate, and provide follow-ups to ensure client access.

- Act as client advocate using knowledge of community resources to link clients to appropriate formal and informal community support networks.
- Develop and maintain a thorough knowledge of eligibility and benefit provisions for public and private financial assistance and health care coverage programs. Assist clients when enrolling in appropriate programs.
- Conduct day-to-day operations of our client food program and submit monthly reports to our sponsor, tracking eligibility and usage.
- Educate clients in the concept of harm reduction, and provide treatment adherence support services when necessary and appropriate.
- Model and display appropriate professional boundaries at all times with all clients.
- Contribute as a team member and share in the responsibilities required to maintain operations and serve the mission of the organization. This includes, but is not limited to, attending events particularly fundraising activities, obtaining training, undertaking research, traveling, flexibility in scheduling, covering the commitments of coworkers when they are unable, and other duties as assigned.

Qualifications:

- Prefer candidates with a minimum of an Associate's degree in a Human Services or relevant discipline and two years' related experience at a health, social, or human services agency. However, any combination of education, experience, and measurable performance that demonstrates the capability to perform the duties of this position will be considered.
- Basic knowledge of how HIV is acquired, transmitted, and treated as well as associated stigma. Experience working with HIV+ individuals is preferred.
- Demonstrated knowledge of social service programs and providers, and the ability to access community resources and referrals in the South Sound region.
- Require candidates who have experience working with diverse populations, with a preference for candidates who have experience in mental health, substance abuse, and/or homelessness issues.
- Demonstrated ability to contribute to an environment that celebrates diversity and difference, especially related to socioeconomic status, sexual orientation, gender identity, race, and ethnicity.
- Experience using social justice oriented, anti-racist, pro-equity, and collaborative approaches.
- Demonstrated understanding of institutional and structural racism, and other systems of oppression.
- Commitment to equity, diversity, and inclusion, including working on one's own internal biases and cultural humility.
- Willingness and ability to articulate and abide by PCAF's philosophy and policies in providing services to clients and representing the agency.
- Ability to be flexible and supportive, and to work collaboratively with staff as a member of a diverse team.
- Exceptional organizational skills, including ability to prioritize tasks, manage time, and coordinate resources.
- Excellent written and verbal communication skills required, along with demonstrated ability to work effectively under stressful conditions.

- Proficiency in computer word-processing, Excel, and various databases; demonstrated ability to access information via the Internet.
- Physical components include frequent keyboarding, lifting of up to 30 lbs, and periods of sitting, standing, and moving about the office. Transfer and stocking of large quantities of food from warehouse to agency is required weekly.
- Must have reliable car, Washington State driver's license, and appropriate insurance.

Salary and Benefits: This is a full-time, non-exempt position. Compensation for this position begins at \$18.00/hour, depending upon education and experience. Extraordinary employer-paid benefits package includes medical, dental, and vision coverage, life, short-term and long-term disability insurance, employee assistance programs, paid holidays, and a generous Paid Time Off (PTO) plan.

How to Apply: Please email a cover letter, resume, and completed employment application to Chris Barrans, Client Services Director, cbarrans@piercecountyaid.org by 5:00 pm, May 1, 2018. Include your motivation for applying, the value you would bring to the role, and your qualifications related to this opening. Employment applications can be found on our website, www.pcaf-wa.org

Equal Opportunity Employer: PCAF (Pierce County AIDS Foundation) is a proud equal opportunity and Affirmative Action Employer. We do not discriminate on the basis of ethnic origin, color, gender, gender identity, gender expression, marital status, sexual orientation, political affiliation, age, creed, religion, ancestry, national origin, or the presence of any sensory or physical disability, including HIV status. All interested individuals including people of color, women, persons with disabilities, and persons who are gay, transgender, or intersex are particularly encouraged to apply.

Candidates for employment at PCAF (Pierce County AIDS Foundation) should be aware that this is a unique work environment in which topics of sexuality and sexual orientation are an integral part of our everyday prevention and care work, and are often discussed openly. Individuals who are uncomfortable with such topics, discussions, and the occasional related graphic representations may choose not to work at PCAF.

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Employee Printed Name	Date
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Employee Signature	Date
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Supervisor Printed Name	Date
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Supervisor Signature	Date