



CLIENT ASSISTANCE PROGRAM COORDINATOR

Tacoma and Olympia Offices

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 Assistance Program Coordinator directs the housing, transportation, and emergency grants programs for PCAF (Pierce County AIDS Foundation) clients and reports to funders for all housing and client assistance programs. The Client Assistance Program Coordinator advocates as a housing resource for all PCAF clients and case managers, working primarily in our Tacoma office with regularly scheduled hours in our Olympia office.

Scope of Work: Under the supervision of the Client Services Director, the Client Assistance Program Coordinator is responsible for the following:

- Manage PCAF's client assistance programs including housing, medical transportation, and emergency grant programs. Duties include preparing and processing all documentation related to applications, placement, monitoring, evaluation, and reporting in an accurate and timely manner.
- Train, supervise, evaluate, and provide formal and informal consultation to part time (.5 FTE) Housing Assistant.
- Consult with Client Services team and clients regarding affordable housing in the South Sound, and maintain waiting list for clients when need exceeds availability.
- Manage and track client assistance program budgets, spend downs, inventory, client eligibility, and delivery systems for the above listed client assistance programs.
- Assist in the development of program policies and procedures as needed to define program guidelines and improve outcomes.
- Cultivate and sustain positive working relationships with affordable housing providers, property managers, and other social service providers. Facilitate outside referrals for such services when necessary and appropriate.
- Draft and maintain a portfolio of inhouse and external educational resources related to sustainable housing.
- Maintain a comprehensive understanding of the statewide standards for HIV Medical Case Management, and adhere to the requirements outlined in these standards.

- Attend housing and client assistance related community meetings and enhance involvement in the South Sound housing community.
- Represent PCAF client assistance programs in the community.
- Develop and demonstrate knowledge of HIV/AIDS related conditions and treatment particularly as they relate and intersect with housing barriers.
- Consistently model and display appropriate professional boundaries at all times.
- Educate clients in the model of harm reduction when necessary and appropriate.
- 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, participating in 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 Bachelor's degree in a relevant discipline and four 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.
- Experience coordinating financial assistance social service programs preferred.
- Basic knowledge of how HIV is acquired, transmitted, and treated as well as associated stigma. Experience working with HIV+ individuals is preferred.
- Prefer candidates with knowledge of affordable housing systems and an ability to access community resources and referrals in the South Sound including Pierce, Thurston, and Lewis Counties.
- 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.
- Prefer candidates with successful management of chronic illness, and knowledge of the grieving and death and dying process.
- 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 service to clients and in representing the agency.
- Ability to be flexible, supportive, and to work cooperatively with staff as a member of a diverse team.

- 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.
- Must have reliable car, Washington driver's license and appropriate insurance. Regularly scheduled travel to second office is required.

Compensation and Benefits: This is a full-time, non-exempt position. Compensation for this position starts at \$21.75 per hour, depending on experience and qualifications. 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 submit a cover letter, resume, and completed employment application to Chris Barrans, Client Services Director, cbarrans@piercecountyaid.org by June 15, 2018. Include in your letter the reasons you are interested in this position, 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 should be aware that PCAF 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.

Employee Signature

Date

Employee Printed Name

Date

Supervisor Signature

Date

Supervisor Printed Name

Date