



Client Services Assistant

Pierce County AIDS Foundation (PCAF), 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 Services Assistant provides support to both the Client Services and Administration departments for PCAF (Pierce County AIDS Foundation) by assisting with client, staffing, and operational needs. Working from PCAF's office in Tacoma, this position serves to assist individuals living with HIV and AIDS through programming in accordance with the statewide standards for HIV case management. The Client Services Assistant functions as a member of both the Client Services and Administration departments.

Scope of Work: Under the supervision of the Client Services Team Lead, Tacoma Office, the Client Services Assistant is responsible for the following:

- Submit Title XIX billing for eligible clients. Identify, investigate, and resolve claims as defined by Title XIX (Medicaid) requirements.
- Assist with the operations and tasks of the PCAF food program, including the purchase, collection, stocking, distribution, and tracking of food allocation to clients.
- Serve as backup for the Administrative Coordinator, including managing phone, fax, mail, customer service, and front office operations, and other supportive systems.
- Conduct intakes and reactivations for new and former clients seeking to establish services.
- Develop and submit monthly, quarterly, and annual statistical reports, grant applications, contract monitoring, and demographic profiles for the Client Services department in a precise and timely process.
- Provide basic technological support to the Client Services department by resolving staff-generated technical requests, troubleshooting technical, database, and systems issues, and processing problems to maintain productivity and system functionality.
- Assist with the daily operations and tasks of the Client Services Department, including ordering of supplies, cultivating referrals, and clerical assignments.
- Develop and demonstrate knowledge of HIV and AIDS and their related conditions and treatment, and use knowledge to educate clients and people in their support systems.

- Maintain a comprehensive understanding of the statewide standards for HIV Medical Case Management, and adhere to the requirements outlined in these standards.
- Consistently model and display appropriate professional boundaries at all times.
- Support clients in the concept 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:

- Two years' related experience in a health, social, or human services agency **OR** the equivalent of experience, knowledge, and skills that enables you to perform the tasks of the job proficiently.
- Basic knowledge of how HIV is acquired, transmitted, and treated as well as associated stigma. Experience working with individuals living with HIV is preferred.
- Prefer candidates with knowledge of support services and an ability to access community resources and referrals in Pierce County.
- Require candidates who have experience working with diverse populations, with a preference for candidates who have experience supporting individuals with mental health, substance use, and/or housing 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.
- Exceptional ability to work independently and to prioritize workload, manage time effectively, coordinate resources, and monitor work to ensure quality.
- Ability to be flexible and supportive, and to work collaboratively 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.
- Ability to understand and utilize a complex client database system (Provide).

- Proficiency in Google Suite, Microsoft Word and Excel, computer word processing, and various databases. Demonstrated ability to access information via the Internet.
- Physical components include frequent keyboarding, lifting up to and transferring 30 lbs, and intervals of sitting, standing, and moving about the office.
- Must have reliable transportation.

Salary and Benefits: This is a full-time, non-exempt, regular position. Compensation for this position is \$19.47 per hour. 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 and resume to Megan Nolan, Client Services Team Lead, mnolan@pcaf-wa.org by 5:00 pm, Friday, January 28, 2022. 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. Thank you for your interest. We look forward to hearing from you, and will contact you upon receipt of your application.

Megan Nolan
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Client Services Team Lead
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www.pcaf-wa.org

Equal Opportunity Employer: *PCAF (Pierce County AIDS Foundation) is an Equal Opportunity and proud 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 urged to apply.*

Candidates for employment at PCAF 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.

Vaccination: Governor Inslee's Proclamation on the COVID-19 vaccines prohibits "any Worker from engaging in work for a State Agency after October 18, 2021 if the Worker has not been fully vaccinated against COVID-19". Because PCAF receives State funding, this proclamation applies to our employees, and requires that employees of PCAF be fully vaccinated against COVID-19 unless a medical or religious exemption is approved. Being fully vaccinated means that an individual is at least two weeks past their final

dose of an authorized COVID-19 vaccine regimen. As a condition of employment, newly hired employees will be required to provide proof of their COVID-19 vaccination.

Due to the in-person proximity to clients and employees required of this position, PCAF is unable to accept a medical or religious exemption in lieu of vaccination for this position.

Employee Printed Name

Date

Employee Signature

Date

Supervisor Printed Name

Date

Supervisor Signature

Date