



ASIAN & PACIFIC ISLANDER WELLNESS CENTER

Case Manager (Transgender Services) - FTR102017

Agency Description:

API Wellness is an LGBTQ and people of color health organization that transforms lives by advancing health, wellness and equality. We strengthen well-being and lead under-served communities—of any race, ethnicity, gender identity, sexual orientation, or immigration status—toward justice and health. Founded in 1987 as an all-volunteer, community-based response to the AIDS crisis in communities of color, we are based in San Francisco's Tenderloin neighborhood; we operate local, regional, statewide, and national programming.

We believe that everyone deserves to be healthy and needs access to the highest quality health care.

Position Description:

The Case Manager is responsible for: 1. providing benefits and eligibility enrollment assistance for uninsured clients to access subsidized, low- cost and free health insurance programs, case management and advocacy services, 2. Support the Program Manager and clinical staff in managing and coordination of two specialty clinics operations for target communities, one serving the Transgender community and the other for transitional age youth (TAY), coordinate outreach activities to recruit participants for the clinic. 3. Provide additional support to the day-to-day operations of the Trans: Thrive (a wrap-around drop in service center offering educational workshops and social programs to support transgender clients to improve their health and well-being, reduce risk for HIV and substance abuse, and provide seamless referrals and linkages). This position requires evening and weekend hours.

Major Responsibilities

- Provide enrollment and eligibility assistance (including but not limited to completing coverage applications, gathering required documentation and troubleshooting the enrollment process) for uninsured clients to access subsidized, low-cost and free health insurance programs.
- Provide case management and advocacy services to clients, engage in follow-up conversations and referrals to additional services as necessary.
- Provide support and management to Program Manager and clinical staff in managing and coordination of two specialty clinic operations and activities for target communities (trans community and transitional age youth).
- Provide additional support to the day-to-day operations of the Trans: Thrive (a wrap-around drop in service center offering educational workshops and social programs to support transgender clients to improve their health and well-being, reduce risk for HIV and substance abuse, and provide seamless referrals and linkages).
- Collaborate with various local organizations and other API Wellness programs to build awareness of our clinics options
- Develop, discover and attend community events in order to promote coverage options and the mission and services of the organization and clinics
- Develop, distribute and provide outreach information for the clinics, including but not limited to pamphlets, brochures, ads, website information, and social media posts
- Works with agency staff to recruit, train and utilize volunteers to increase program capacity.

- Attend and successfully complete all required training programs; participate in ongoing conference calls, webinars, and other professional development opportunities.
- Participate in required department, inter-departmental and agency-wide meetings, trainings, and activities, which may include some evening and weekend hours.
- Perform data collection, data entry, maintenance, and timely submission of documents for monthly reports and track client enrollment/activities and contractual program documentation and reporting requirements.
- Other duties and responsibilities as assigned

Minimum Qualifications

- Bachelor's degree or a combination of experience and education will be considered.
- Familiarity and knowledge with enrollment and eligibility with public benefits and health insurance programs and in San Francisco or California.
- Experience and comfort in conducting outreach in various types of settings.
- 2-5 years of work experience in case management, providing counseling, advocacy, education.
- Working experience with transgender individuals and/or transitional age youth (TAY).
- Experience in working with multiply-diagnosed patients (HIV, mental health illness & substance abuse).
- Familiarity with issues and concerns of the LGBT community, sex workers and substance users; immigrants and refugees. Sensitivity to cultural and ethnic concerns as it relates to substance abuse, mental health and HIV
- Ability to maintain confidentiality and privacy of persons, documents, data, and communications;
- Ability to handle multiple tasks, work under pressure and to work professionally and ethically within multi-racial and multicultural settings; and appropriately seek out support
- Demonstrated excellence in attendance and reliability, interpersonal, organizational, verbal, and written communication skills, including attention to and respect for detail, accuracy, deadlines and follow up.
- Intermediate Microsoft Office skills.
- Flexible schedule with ability to work weekends, evenings, and non-traditional work hours

Preferred Qualifications

- Bachelor degree in health science or social work or related field.
- Experience with public benefits and health insurance programs in San Francisco or California.
- Familiarity with resources for Trans folks and TAY in San Francisco or California.
- Fluency in English and Spanish.

Location

- San Francisco, CA

TO APPLY: ONLY applications submitted through our online database will be considered.

Please include both your cover letter and resume when prompted to insert your resume in the database here:

<https://home.eease.com/recruit/?id=15641451>

We offer a comprehensive compensation and benefits package which includes: medical, dental and vision insurance, generous vacation, sick leave and holidays, one-month sabbatical, 403(b) with employer match, flexible work schedule, flex spending account, life insurance, long-term disability, professional development opportunities and more! (Benefits guidelines and eligibility vary based on tenure, employment status and FTE, among other factors.)

Asian & Pacific Islander Wellness Center is an equal opportunity employer committed to identifying and

developing the skills and leadership of people from diverse backgrounds. Asian & Pacific Islander Wellness Center does not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records

We offer a comprehensive compensation and benefits package which includes: medical, dental and vision insurance, generous vacation, sick leave and holidays, one-month sabbatical, 403(b) with employer match, flexible work schedule, flex spending account, life insurance, long-term disability, professional development opportunities and more! (Benefits guidelines and eligibility vary based on tenure, employment status and FTE, among other factors.

Asian & Pacific Islander Wellness Center is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. Asian & Pacific Islander Wellness Center does not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records