



## Care Navigator – FTR042018

### **Agency Description:**

San Francisco Community Health Center (formerly known as API Wellness) is a federally qualified health center that provides culturally competent, high quality medical care, health services, education, and outreach. We transform lives by advancing health, wellness and equality. We strengthen the well-being of and lead underserved communities—of all races, ethnicities, gender identities, sexual orientations, and immigration statuses— toward justice and health. Founded in 1987 as an all-volunteer, community-based response to the AIDS crisis in communities of color, we are an anchor-organization for San Francisco’s Tenderloin neighborhood, and we also lead regional, statewide, and national programming.

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

### **Job Description:**

The Care Navigator assists Case Managers and other service providers working in the Homeless Health Outreach and Mobile Engagement (HHOME) and Getting to Zero Intensive Case Management teams in linking clients to psychosocial services and primary care services. The position engages in case-finding HIV-positive individuals experiencing homelessness who may not be participating in services, especially those with severe needs such as multiple-diagnosed populations (living with HIV/AIDS, substance use and/or mental health issues), refugees, political asylees, immigrants or undocumented individuals. Other tasks include accompanying clients to appointments, conducting lost to follow up team meetings and advocating for clients with other service providers, providing risk reduction counseling to high-risk clients, supporting clients in building their own support networks, and providing practical services as needed.

### **Major Responsibilities:**

- Work with clinical care team to provide retention services to clients who have fallen out of care, who do not maintain consistent care, or who are vulnerable to being lost to follow up
- Seek out clients by phone and in the field to establish relationships
- Conduct outreach to identify and enroll clients in psychosocial and primary care services across programs at San Francisco Community Health Center;
- Attend appointments with clients when necessary, and

- Reinforce treatment goals that clients develop with medical care providers and
- Tailor health education to the client and provide support for antiretroviral initiation and consistent adherence
- Educate and support clients to be more familiar with and better access different systems of care (medical, complementary therapy, mental health, substance use, etc.);
- Provide prevention and risk reduction counseling for high-risk clients;
- Participate in lost to follow up staff meetings to review out of care clients;
- Participate in required HIV Care Services, inter-departmental and agency-wide meetings, trainings, and activities, which may include some evening and weekend hours;
- Document and report Units of Service (UOS) and other required progress reports in a timely manner;
- Perform other duties as needed.

**Minimum Qualifications:**

- **Ability to stand, sit, and walk frequently** (this position requires that HHOME Care Navigator is in the field 75% of the time)
- Comfort in conducting street outreach to new referrals and known clients
- A high school diploma or equivalency or equivalent life experience;
- Experience and ability to work with sexual and gender minorities, refugees, immigrants, homeless, and multiple-diagnosed populations (those with substance use and/or mental health issues) applying harm reduction principles;
- Sensitivity and familiarity with HIV/AIDS cultural issues in communities of color;
- Familiarity with HIV psychosocial and primary care service resources in San Francisco;
- Ability to maintain confidentiality and privacy of persons, documents, data, and communications;
- Excellent verbal, interpersonal, and group communications skills
- Good documentation, organizational and time management skills

**Preferred Qualifications:**

- An associate degree in a social or health science related field;
- Self-starter, self-motivated and able to work within a team
- PC computer skills preferred, especially with MS Office products
- Experience in providing social services especially HIV services and refugee assistance

**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=15649351>

*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.)*

*San Francisco Community Health Center (formerly known as API Wellness) is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. San Francisco Community Health Center (formerly known as API Wellness) 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*