



## Care Navigator – FTR052018

### **Agency Description:**

San Francisco Community Health Center (formally API Wellness Center) is a multicultural health services, education, research, and policy organization. We transform lives by advancing health, wellness and equality. We strengthen the well-being of and lead under-served 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 in linking client to psychosocial services and primary care services. The position engages in case-finding HIV-positive individuals 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), homeless, 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 and peer navigation team in building their own support networks, and providing practical services as needed.

### **Major Responsibilities:**

- Conduct outreach to identify and enroll clients in psychosocial and primary care services across programs;
- Plan treatment/educational and social support groups for HIV – positive clients;
- Provide general advocacy for clients with internal and external service provider;
- Provide practical and emotional assistance to clients, e.g. accompany clients to appointments when needed, peer support around living with HIV;
- 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;
- Support front desk activities and UOS data entry;
- Perform other duties as needed.

**Minimum Qualifications:**

- 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;
- Ability to travel locally to conduct street outreach
- 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=15650091>

*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 is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. San Francisco Community Health 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*