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## JOB POSTING

### JOB TITLE: Ryan White Care Coordinator (Non-Exempt)

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**Reports To:** Project Director, Ryan White Care Coordination

**Summary:** The Care Coordinator is a member of the Supportive Services Department and works closely with Exponents' HIV/HCV program participants using a strength-based, client-centered approach that promotes stability, recovery, and improved health outcomes.

#### **Responsibilities:**

- Collaborate with departmental staff to engage participants in appropriate medical, mental health, substance-use, and community-based services that support progress toward HIV viral suppression.
- Work directly with participants and testing staff to assess basic needs and identify services and benefits that align with participants' circumstances.
- Coordinate and match participants with services including, but not limited to: health insurance navigation and enrollment, housing assistance, health literacy resources, and government entitlement programs.
- Monitor participants' engagement with community resources to ensure cases are managed effectively and services are delivered appropriately.
- Develop client-centered service plans and periodic reviews in partnership with participants, based on comprehensive assessments.
- Assist clients in accessing entitlements and support services necessary to achieve health, housing, and financial stability.
- Collaborate with interdisciplinary teams and participants to implement optimal treatment and service plans.
- Advocate on behalf of participants with community agencies to identify and secure needed resources.
- Communicate Service Plans/reviews, and client-related updates verbally and in writing to appropriate staff and partner agencies.
- Conduct field visits and home visits, when necessary, to support participants in accessing community-based services.
- Facilitate quarterly case conferences with primary care providers, HIV specialists, and external partners to assess participant progress toward care and service plan goals.
- Attend and participate in professional development, seminars, and continuing education programs.

# EXPONENTS

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- Maintain accurate and timely documentation of all services in compliance with regulatory and organizational requirements.
- Conduct in-person outreach at external locations as needed to engage participants in care and services.
- Perform other related duties as assigned.

## Requirements

- 3+ years' minimum experience working with PwH
- Working knowledge of HIV progression, treatment, and care
- Bachelor's degree is preferred
- Valid NYS Drivers' License and evidence of insurability is preferred
- Multilingual fluency is preferred
- Proven organizational skills with effective verbal and written communication
- Ability to multi-task and thrive in an active, dynamic environment
- Ability to treat all participants with compassion and concern, both on and off the job

## Salary

\$47,000 – \$52,000

*Exponents is an equal opportunity employer. All applicants will be considered for employment, regardless of race, color, creed, religion, gender, sexual orientation, gender identity, national origin, age, veteran, disability status, genetic information, or any other characteristic protected by law. Individuals with carceral histories, drug use histories.*

*Members of the LGBTNBQI+ communities are encouraged to apply.*