APLA Health’s mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at aplahealth.org.

**APLA Health is currently seeking a Outreach/Case Specialist join our team! We offer great benefits, competitive pay, and great working environment!**

**We offer:**

- Medical Insurance
- Dental Insurance (no cost for employee)
- Vision Insurance (no cost for employee)
- Long Term Disability
- Group Term Life and AD&D Insurance
- Employee Assistance Program
- Flexible Spending Accounts

- 10 Paid Holidays
- 3 Personal Days
- 10 Vacation Days
- 12 Sick Days
- Metro reimbursement or free parking
- Employer Matched 403b Retirement Plan

*This is a great opportunity to make a difference!*
POSITION SUMMARY:
Under the Direction of the Program Manager of Housing Support Services, provide case management services to those who work, live, reside, or spends the majority of the time in West Hollywood, including assessments, referrals, linkages, and follow-ups.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Conduct outreach to identify and locate homeless persons in West Hollywood, either with other Homeless Providers or on your own, to provide supportive services with an emphasis on housing, medical care, substance use, mental health and risk behavior referrals.
- Provide non-medical case management to individuals who require assistance with referrals, completion of eligibility documents, coordinate medical appointments, and other relevant care coordination activities.
- Maintain accurate files to ensure client eligibility, including proof of residency, content of client interaction, service plans – if applicable and consent to release medical information when appropriate.
- Complete full compressive assessments and reassessments as needed and maintain assigned caseload and assess client needs such as health care, psychological, housing, financial, social support, etc.
- Assist clients in developing appropriate an Individual Service Plan aimed toward meeting their individual needs. Conduct follow-up activities necessary to assist clients in the implementation and modification of their Individual Service Plans.
- Maintain and update all client records and progress note all interactions, direct or indirect, via the computer FamCare database system.
- Register and assess homeless clients in Coordinated Entry System (CES)
- Maintain consent to release information from appropriate entities and obtain pertinent information from family members, significant others, providers, and others permitted to share information as it relates to client’s case and care.
- Contact appropriate professionals to assist in the determination of need and/or eligibility for services.
- Contact appropriate professionals to assist in the determination of need and/or eligibility for services.
- Advocate for needed services on behalf of clients.
- Monitor referrals and follow up on those requiring additional advocacy.
- Promote the adoption and maintenance of healthy behaviors by providing education and support to clients, including but not limited to, safer sex habits, risk/harm reduction, access to medical care, including HIV and STD screening and treatment and PrEP.
- Maintain regular contact with clients to facilitate ongoing case management and aftercare (after they have accomplished their goals to ensure stability).
- Establish, collect, and maintain resources for suitable and appropriate programs for referrals, especially those that are West Hollywood-specific, HIV-specific, and homeless-specific.
• Participate in client case conferencing when indicated and needed.
• Prepare documents and/or reports as it related to the requirements of the various funding sources.
• Attend regularly scheduled staff meetings to review and evaluate program services, and to make recommendations.
• Attend regularly scheduled in-services, as well as outside conferences, workshops, etc. to become updated on the latest referrals and information necessary to respond to client needs.
• Provide written and statistical reports as required.

OTHER DUTIES AS ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:
Training and Experience:
Bachelor’s Degree in a Human Services field (Psychology, Sociology, Health Sciences, or a related field) preferred; demonstrate a minimum of two years experience working with homeless individuals; or, successful completion of the APLA internship program or related practical experience. Experience working in a high volume environment where attention to detail and timely completion of tasks are required. Demonstrate professional behavior in which a client-centered focus is consistently employed. Must be certified to do CES assessments.

Knowledge of:
Homelessness, mental health, HIV and STDs, and services for which clients would be eligible. Additional knowledge of outreach techniques preferred. The position requires knowledge and expertise in the use of the internet and Microsoft Office programs.

Ability to:
Work independently and part of a team that is designed to problem solve complex issues related homelessness. Ability to work in a fast-paced environment with an attention to detail, coordinate multiple tasks, meet assigned deadlines, learn specific systems quickly and thoroughly, communicate effectively with clients from diverse backgrounds as well as with government representatives, use database computer software programs.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:
This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper. Use of a private vehicle for home visits required.

SPECIAL REQUIREMENTS:
Must possess a valid California driver’s license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below:
https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=43321&clientkey=A5559163F67395E0A2585D2135F98806