



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.

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!

NOLP Retention Specialist (91605)

POSITION SUMMARY:

Under the supervision of the Program Manager of the Vance North Necessities of Life Program (NOLP), the NOLP Retention Specialist (NRS) is responsible for planning, coordinating, implementing and evaluating patient retention activities to engage/reengage persons living with HIV (PLWH). The NRS collaborates with programs

in the HIV Access Division and NOLP to identify clients at-risk of or have fallen out of HIV Care. The NRS works with the HIV Access Division to promote improved health outcomes for PLWH.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plan, coordinate, implement and evaluate a client retention intervention aimed at connecting PLWH who access NOLP to care and support services.
- Regularly visit the NOLP food pantries to assess client experience in the NOLP program and assist with food distributions.
- Work with NOLP and the Options Coordinator to locate out of care clients by conducting outreach to PLWH who access NOLP.
- Assist in the coordination of healthcare and support services and provider referrals.
- Schedule follow-up appointments and conduct follow-up activities to ensure clients return for follow-up visits.
- Assist in the coordination and delivery of client-centered activities that focus on increasing program participation and addressing health status, engagement and retention in care.
- Connect clients to services that assist with resolving socioeconomic challenges. Network, develop strong and productive relationships with community agencies and organizations, and key stakeholders to establish referral linkages.
- Track and reports monthly patient service delivery data using Casewatch in a timely manner and prepare other demographic and statistical reports as required by the funding agency and Program Manager.
- Track client feedback about program services and share same at program staff meetings.
- Track engagement and retention in medical care.
- Respond to client inquiries in a prompt manner.
- Enter progress notes in client-level database systems regarding disposition of clients, referrals, changes of address, telephone information, case manager assignment, etc.
- Assure client confidentiality as defined by APLA policy and procedures.
- Attend staff meetings case conferencing and other meetings as required.
- Attend regularly scheduled in-services, as well as outside conferences, and workshops to expand capacity to meet program goals and objectives.
- Provide written and statistical reports as needed.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

A bachelor's degree in a human services area **required** and have at least two (2) years' experience working within a related field of health/social services with an emphasis on client/patient one/one interaction. Experience in a nonprofit environment preferred; specific training/experience with HIV-related issues preferred. Specialized training and or experience working with persons living with HIV, homeless, mentally ill and substance-abusing clients. Bilingual English/Spanish **required**.

Knowledge of:

Community resources, health and social service systems in Los Angeles County, and skills in establishing working relationships with community partners with appropriate support. Interviewing techniques, such as motivational interviewing; data management; health education principles and program evaluation

Ability to:

Explain scientific information in simple terms, both verbally and in writing; participate as an effective member of a large service organization; demonstrate non-judgment and compassion towards people, with an emphasis on providing them with the tools necessary to increase positive health outcomes; maintain confidentiality of clients; work in the field with minimal supervision; when necessary, advocate for the rights of clients in medical settings; demonstrate excellent written and verbal communication skills; demonstrate excellent customer service skills; adjust to changes in program operations with professionalism; and operate standard office equipment, including the Microsoft Office platform.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

This is a physical position that requires daily bending, reaching, stooping, lifting and moving of food stock and office materials weighing 50 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. This position will be required to work in the field conducting outreach and attending community meetings, at the food pantries distributing groceries, and in the office providing linkage to care services.

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. Available for weekend and evening hours as needed. Must possess the ability to drive an extended length cargo van.

An Equal Opportunity Employer: minority/ women/ disability/ veteran.

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=51068&clientkey=A5559163F67395E0A2585D2135F98806>