

JOB DESCRIPTION

JOB TITLE: PrEP & PEP Navigator

DIVISION: Pharmacy

STATUS: Full-time/Non-Exempt

JOB DUTIES AND RESPONSIBILITIES

PrEP & PEP Navigator is responsible for providing supervision and leadership required to support the daily operations of the PrEP & PEP Program. The position responsibilities include a wide range of activities related to performance and regulatory compliance. The position assists the Director of Special Programs in managing the administrative and operational aspects Program while ensuring the delivery of excellent customer service in accordance with the Mission, Vision, and Performance Standards of Via Care.

ESSENTIAL FUNCTIONS: include, but are not limited to:

- Research and coordinate with local health departments, community groups, medical facilities, and treatment centers for community outreach of services offered.
- Conducts Outreach to PrEP & PEP High-Risk communities.
- Utilizes strong organizational, analytical and problem-solving skills to monitor PrEP & PEP program subsidy and expenditures and provide PrEP & PEP Leasing and Spending Projections for both the Fiscal and Calendar Year which are used to make recommendations for immediate and long term leasing and spending decisions to increase leasing and promote efficient use of funds.
- Effectively utilizes computer programs and databases to create reports and spreadsheets to manage and monitor various aspects of the PrEP & PEP program including verifying that payments made to landlords and tenants are appropriate, accurate, and timely.
- Supervise, monitor, develop, and implement procedures the customer service staff to improve the level of customer satisfaction and employee productivity. Assist with staff development and training in the customer service area.
- Provide individualized education and risk reduction plans to people at risk of drug-related harm, overdose, and other health disparities
- Conducts psychosocial assessments to identify non-medical needs (i.e., social, emotional or economic factors) which may interfere with HIV/PrEP & PEP and substance use treatment adherence
- Identifies and re-engage patients who have fallen out of care
- Utilizes the electronic medical record and reporting systems for surveillance, identification of unmet clinical and social needs and track trends in overall clinic performance towards population health management objectives
- Maintains appropriate documentation regarding psychosocial assessments and treatment rendered in accordance with utilization review standards issued by healthcare regulatory agencies
- Maintain regular contact with patients and documents as needed; phone calls and conferences; Maintain accurate record-keeping, client tracking, data collection, and monthly reports
- Adhere to HIPAA statutes and confidentiality of the client and policies of the lead agency
- Perform additional duties as assigned.

SKILLS AND ABILITIES:

- Knowledge of the health and human services infrastructure, health insurance programs, and public coverage options.
- Ability to effectively develop and nurture relationships with a diverse group of stakeholders.
- Ability to work independently and coordinate multiple tasks.
- Ability to enthusiastically communicate with potential enrollees.
- Strong computer skills with proficiencies in Outlook, Word, PowerPoint, Excel, internet-based applications, and the Microsoft operating system.
- Ability to manage time and meet deadlines.
- Excellent verbal and written communication skills.
- Ability to maintain accurate records and necessary paperwork.
- Ability to learn and apply training instruction.
- Ability to maintain strict standards of confidentiality with regard to patient information.
- Ability to maintain a calm professional demeanor and make independent judgments.

MINIMUM QUALIFICATIONS :

- Bachelor's degree in an area such as public administration, community planning, urban studies, business administration, etc.; or an equivalent combination of education and related working experience.
- Must have demonstrated proficiency in the use of PC applications, including spreadsheets, word processing, etc.
- Working knowledge of statistics, with demonstrated ability to analyze data and recommend actions based on the analysis required.
- Must have strong written and verbal communication skills.
- Previous experience working in a substance use and PrEP & PEP setting
- Previous experience in outreach highly desired
- Excellent problem-solving skills
- Strong one on one listening skills
- Strong tendency towards an honest and transparent communication
- Ability to navigate systems from a support perspective
- Flexible to a newly developing program
- Excellent oral and written communication skills
- Excellent organizational and self-management skills
- Must demonstrate an ability to thrive while working autonomously
- Must embrace the concept of harm reduction and be comfortable engaging with people who use drugs
- Applicants experienced in Electronic Health Records and case management strongly encouraged to apply
- Applicants fluent in Spanish are strongly encouraged to apply

SPECIAL REQUIREMENTS

- Must have a reliable automobile for use on the job (mileage to be reimbursed);
- Subject to a criminal background check prior to employment;
- Must possess valid California Driver License;
- Must have and maintain State required automobile insurance coverage; and
- TB and post-employment physical clearance, to be renewed every year.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following lists physical demands an employee will perform regularly: sitting, viewing a computer monitor, typing/keyboarding, reading, handwriting, talking and hearing, walking, standing, talking on the phone, and driving (vehicle). Approximately 50% of time is spent sitting, while frequently required to walk, stand and bend. Must be able to talk and hear well. Good vision is imperative.

The following lists physical demands an employee may perform on an occasional basis: lifting an average weight of 50 lbs., crouch/knee/stoop/crawl and reach with hands and arms.