

## **T.H.E. HEALTH AND WELLNESS CENTERS JOB DESCRIPTION**

**POSITION:** **PATIENT RETENTION SPECIALIST**  
**DEPARTMENT:** EITP (Early Intervention Treatment Program)  
**STATUS:** Full-Time, Non-Exempt

**POSITION SUMMARY:** The Patient Retention Specialist (PRS) will be an integral part of the MCC team by assisting patients with reengaging into HIV medical care.

### **Essential Duties and Responsibilities:**

1. Identify clinic patients not engaged in HIV medical care within the past 7 months.
2. Work as an integral part of the medical care coordination (MCC) services team, including participating in team meetings.
3. Act as a liaison for clinic patients recently released from incarceration to ensure timely reengagement into HIV medical care.
4. Work with out of care clinic patients to identify and address potential and/or existing barriers to engagement in medical care.
5. Utilize motivational interviewing techniques to encourage patients to return to care.

### **Education and Qualifications**

- High School Diploma or equivalent
- Three years working in the HIV field
- Two years conducting patient or client assessments
- Knowledge of and experience in infectious disease care and support services, outreach, health promotion, and/or similar or related field preferred.
- Ability to assist clients with diverse psychosocial needs.
- Ability to work as a member of a care coordination team as well as autonomously in meeting client.
- Two years' experience working with vulnerable populations (injectable drug users, individuals with addiction disorders, mental illness, and homeless populations).
- Experience in communicating effectively and interacting with clients and staff with diverse social, cultural, and economic backgrounds.
- Ability to deliver care in an ethical, nonjudgmental, culturally competent, and nondiscriminatory manner.

### **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.

While performing the duties of this job, the employee is regularly required to stand, sit, talk or hear. The employee is occasionally required to use hands to handle, or feel objects, keyboard or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Job Description Disclaimer**

This position requires compliance with Health Center’s written standards, including its Standards of Conduct and policies and procedures (“Written Standards”). Such compliance will be an element considered as part of the *Medical Assistant’s* regular performance evaluation.

Failure to comply with Health Center’s Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or Health Center’s Written Standards, will be met by the enforcement of disciplinary action, up to and including possible termination, in accordance with Health Center’s Compliance Program Policy and Procedure.

I have reviewed and understand the job functions required of me for the position in employment with T.H.E. Clinic, Inc. I understand that T.H.E. Clinic, Inc. reserves the right to modify job duties or job descriptions at any time.

_____	_____	_____
Employee’s Signature	Print Name	Date

_____	_____	_____
Supervisor Signature	Print Name	Date