APLA Health provides quality healthcare, life-saving services, camaraderie, compassion, and comfort to all who come through our doors. Our dedicated team of healthcare professionals is committed to providing personalized and compassionate free and low-cost medical services, tailored specifically to meet the unique needs of each individual we serve. APLA Health serves as a medical home providing an array of integrated healthcare services through 71,000+ billable patient visits and nearly 10,000 enabling services visits each year. Services provided include: medical, dental, behavioral health and HIV care; pharmacy; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, APLA Health offers housing support; benefits counseling; home healthcare; and the Vance North Necessities of Life Program food pantries; among several other critical support services.

We offer great benefits, competitive pay, and great working environment!

We offer:

- *Medical Insurance*
- *Dental Insurance*
- *Vision Insurance*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *11 Paid Holidays*
- *4 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched (6%) 403b Retirement Plan*

This is a great opportunity to make a difference!

Requisition #: 51989
Status: Full-time, Non-Exempt
Schedule: Monday – Friday, 8AM – 5PM
Onsite or Hybrid: Hybrid – Will need to go in the field to conduct visits
Bilingual (English/Spanish): No

This position will pay $36.04 - $45.62 hourly. Salary is commensurate with experience.

POSITION SUMMARY:
Under the direction of the Program Manager, PSS/MCC, the Patient Support Services (PSS) Social Worker will provide the appropriate level of coordinated health care services for patients of APLA Health & Wellness. This position will focus on especially on APLA Health patients that have difficulty staying engaged in primary and HIV medical care due to psychosocial stressors including homelessness, post-traumatic response and other

mental health challenges, and/or complicated medical co-morbidities. The PSS Social Worker will connect and engage patients primarily in clinical settings or, as needed, in their homes or elsewhere in the community. Using a Trauma-Informed lens, the PSS Social Worker will outreach and engage patients, complete screenings, link to APLA Health resources that patients may be eligible for and, as necessary, provide on-going assessment, case planning, and direct case management. The PSS Social Worker will provide services through the Division of HIV and STD prevention.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Help impacted patients navigate and link to APLA Health resources that they may be eligible for including, Benefits, Housing, and other HIV+ support services.
- Provide referrals, advocacy, and service information to patients, as needed.
- Use the Transtheoretical model of behavior change to support improved health outcomes for patients including treatment engagement and retention, medication adherence, risk reduction, and health provider communication.
- Maintain ongoing contact with patients and monitor progress related to goals set in the intervention plan.
- Coordinate and communicate among members of the patient's care team including medical providers, mental health/addiction providers, allied health, community resources, and other team members. Participate in interdisciplinary case conferences for assigned case management patients.
- Document services in eClinicalWorks, e2LA, and/or other charting and data collection systems as appropriate. Documentation will be performed in a timely and accurate fashion in accordance with program policies and professional standards of care.
- Adhere to all applicable professional, legal, and ethical standards of behavioral health practice in the provision of services, including but not limited to: mandated reporting, provision of effective services, case documentation, patient confidentiality/HIPAA regulations, ensuring patient safety, and maintaining professional boundaries.
- Attend trainings and case conference meetings as required.
- Prepare monthly reports and statistics as requested.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

- A Master's Degree in Social Work, Counseling, Psychology, or related field from an accredited social work program.
- At least one year of experience providing care coordination or case management in either a clinical or a community-based setting.
- Specific training/experience working with people living with HIV/AIDS preferred.
- Experience in working with culturally diverse communities with the ability to be culturally sensitive and appropriate.
- Strong interpersonal skills and the ability to relate to individuals who may not share basic commonalities, including value systems and behavior norms.

- Ability to provide service to individuals with diverse economic, social, racial, and cultural backgrounds

Knowledge of:

- Interviewing and crisis management techniques
- Psychosocial and mental health factors affecting quality of life
- Data management;
- HIV/AIDS prevention, care and treatment, and substance use disorders
- Health education principles and program evaluation.

Ability to:

- Identify and implement outreach and engagement strategies
- Respond effectively to client crisis situations
- Interview and assess needs of clients
- Develop individual service plans aimed toward resolving client needs
- Communicate effectively, both written and verbally
- Work well under tight deadlines
- Coordinate multiple tasks
- Learn specific systems quickly and thoroughly
- Communicate effectively with a diverse population;
- Identify and update community resources;
- Proofread, edit and format written materials;
- Conduct group presentations, operate standard office equipment including Microsoft Office (Word, Excel, PowerPoint); and meet assigned deadlines.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

This is both a clinic-based and field-based 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.

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. COVID vaccination and booster or medical/religious exemption.

Equal Opportunity Employer.

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below: https://www.paycomonline.net/v4/ats/web.php/portal/A5559163F67395E0A2585D2135F98806/jobs/415694