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.

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***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!***

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**Requisition #:** 52138
**Status:** Full-time, Non-Exempt
**Schedule:** Monday – Friday, 8AM – 5PM
**Onsite or Hybrid:** Hybrid
**Bilingual (English/Spanish):** No

This position will pay $26.99 - $31.26 hourly. Salary is commensurate with experience.

**POSITION SUMMARY:**
Under the direct supervision of the Program Manager, PSS/MCC, The Retention Outreach Specialist (ROS) is responsible for planning, coordinating, implementing and evaluating patient retention activities to reengage patient living with HIV/AIDS (PLWHA). The ROS collaborates with the MCC team members to identify patients who are eligible

for MCC services; will work with the MCC team to promote improved health outcomes for PLWHA.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Plan, coordinate, implement and evaluate a patient retention intervention aimed at finding out of care PLWHA.
- Work with the MCC and PSS teams in locating out of care patients by conducting outreach services to PLWHA that have fallen out of HIV medical care.
- Schedule follow-up appointments and conduct follow-up activities to ensure patients return for follow-up visits.
- Assist in the coordination and delivery of patient-centered activities that focus on addressing health status, engagement and retention in care.
- Connect patients to services that assist with resolving socioeconomic challenges.
- Network, develop strong, productive relationships of transparency and trust with community agencies and organizations, and key stakeholders to establish referral linkages.
- Enter and maintain program data, including clinical documentation and reporting forms.
- Track and report monthly patient service delivery data using e2LA in a timely manner and prepare other demographic and statistical reports as required by the funding agency and Program Manager, PSS/MCC
- Track engagement and retention in medical care.
- Document steps taken to help the client maintain access to HIV medical care.
- Respond to patient inquiries in a prompt manner.
- Provide HIV education, inclusive of treatment education.
- 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.
- Contact appropriate professionals to assist in the determination of need and/or eligibility for services.
- Monitor referrals and follow-up on those requiring additional advocacy.
- Attend staff meetings, MCC and PSS meetings (to review and evaluate program services, and make recommendations for program improvement), 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:**

- Bachelor's Degree; or AA degree with equivalent work experience of at least 2 years in health care, or health education conducting outreach to vulnerable

populations with the aim of improving health outcomes OR a license as a vocational nurse (LVN)
- Experience in a nonprofit environment and specific training/experience working with people living with HIV/AIDS preferred.
- Minimum 2 years' experience working in outreach or in the community with people who have medical and behavioral health conditions, social and interpersonal complexities impacting their lives 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:
- Knowledge of local community resources, health and social service systems in the local community, and skill in establishing working relationships with community partners with appropriate support
- Interviewing techniques, such as motivational interviewing
- 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
- 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;
- Operate standard office equipment including Microsoft Office (Word, Excel, PowerPoint); and meet assigned deadlines.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**
This is primarily 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. This position will be required to work in the field and in the office when 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. Frequent driving is required through Los Angeles County.

COVID Vaccination required or medical/religious exemption.

An 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/418194