

Client Services Associate Reports To: Director of Programs
Effective Start Date: January 1st, 2021

Job Summary: The Client Services Associate provides support to the Director of Programs in the development, planning and implementation of HPC's HIV/AIDS, Outreach and Linkage to Care Program. More specifically, the primary responsibility is to engage and link Women of Color, MSM (Men who have Sex with Men), and Transgender populations, within the Hudson County region to HIV and STI prevention & testing, medical care, social services and related services. This position demands an in-depth knowledge of HIV/AIDS and involves working collaboratively with local public and private HIV/AIDS service providers, consumers, local, county, state and federal governmental agencies in identifying local needs which provides clinical and supportive services for individuals living with HIV/AIDS. Client Services Associate promotes HPC programs by distribution of informational & promotional materials, attending community events & outreach at other agencies, and maintaining a positive HPC presence in the community.

Responsibilities:

Outreach objectives:

- Attend weekly team planning meetings held by the Director of Programs to create outreach schedules (sites/calendars) that target areas that are frequented by persons within the assigned audience groups who are at high risk for acquiring HIV, STI's and persons living with HIV/AIDS who are likely to be out of care
- Escort individuals to testing locations and medical appointments, when necessary
- Follow weekly schedule to conduct community outreach to identify, educate, test, and link HIV Positive Individuals to Care and Services
- Advocate on behalf of client's needs
- Coordinate, conduct and support outreach related presentations to other organizations servicing same or similar target audiences to increase client services in tandem with Director of Programs
- Accurately collect, record and update all client data necessary for intake and referral to care process and maintain outreach logs, data and client records;
- Collect formal and informal feedback and conduct needs assessments with community contacts towards optimizing outreach structure & practices
- Must attend Staff meetings and Staff Trainings
- Support case managers with creating client's plan of action and obtain follow ups
- Assist the DOP and the CEM with planning community based events to increase client engagement and participation
- Work in tandem with the DOP to create formal Memoranda of Agreements with providers for referrals and collaboration
- Attend all other community events as appropriate and directed by DOP

- Attend meetings required by funders
- Work as a member of the outreach team to effectively operate Hudson Pride Center
- Provide staff coverage when necessary
- Complete tasks and assignments assigned by DOP, CEM, or ED
- All other duties as assigned by the DOP

Qualifications/Requirements:

- 1-2 years work experience in the field of HIV/AIDS prevention and linkage to care
- Knowledge of HIV/AIDS and other sexually transmitted infections
- Knowledge of community at high risk for acquiring HIV
- Advocacy and Leadership skills
- Functional knowledge of Microsoft & Google drive software, databases, and spreadsheets
- Able to travel for outreach activities, events, or trainings
- Knowledge of HIV/AIDS prevention, testing, & treatment providers in Hudson County
- Candidate must be comfortable with escorting clients to mental health facilities, substance abuse rehabilitation facilities, and shelters
- Written and spoken fluency in Spanish desired

Hours: This is a part-time, 15 hour per week position with the possibility to increase hours in the future. The work hours will vary based on HPC and clients' needs. General weekday, night and weekend availability is needed

*This is a hybrid position that requires in-person and remote hours

Location: Hudson County NJ, New Jersey

HOW TO APPLY: Please send your resume and cover letter to Stephanie Mills at stephanie@hudsonpride.org

Hudson Pride Center is an equal opportunity employer and an inclusive organization. People of color, women, and LGBTQ+ people are strongly encouraged to apply.