

Reports To: Community Health Programs Manager

Effective Start Date: October 1st, 2023

Job Title: Client Services Navigator

Job Summary: The Client Services Navigator provides support to the Community Health Programs Manager 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 any related supportive services for all recently HIV diagnosed individuals and/or who have fallen out of HIV care. 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. The Client Services Navigator promotes HPC programs by delivering workshops & presentations centered on HIV, distribution of informational & promotional materials, attending community events & outreach at other agencies, and maintaining a positive HPC presence in the community.

Responsibilities:

- Assist with program quality management activities, including data collection necessary for intake and referral to care process, chart maintenance, case notes, and timely provision of data to Community Health Programs Manager for monthly reporting
- Successfully link all appropriate clients who have been recently diagnosed with HIV and/or have fallen out of care, to HIV medical provider and medical case manager for medical evaluation
- Maintain charting about client progress toward achieving care plan goals
- Attend weekly team planning meetings held by the Community Health Programs Manager 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 throughout Hudson County who are likely to be out of care
- Follow weekly schedule to conduct community outreach to identify, educate, support 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 the Community Health Programs Manager



- 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 client's assigned medical case managers with creating client's plan of action and obtain follow ups
- Maintain monthly communication with assigned medical case managers and/or provider clinic staff to obtain needed client documentation for chart record keeping, as well as to discuss and address on-going adherence and/or other social service needs
- Assist the Community Health Programs Manager and other HPC Health-related Programs with planning community based events to increase client engagement and participation
- Work in tandem with the Community Health Programs Manager to create formal Memorandum of Agreements (MOA) with providers and partnering organizations for referrals and collaboration opportunities
- Attend all other community events as appropriate and directed by Community Health Programs Manager
- Attend meetings required by grant funders
- Work as a member of the outreach team to effectively operate Hudson Pride Center daily programs and services
- Provide staff coverage when necessary
- Complete tasks and assignments assigned by Community Health Programs Manager, Community Engagement Manager, or Executive Director
- All other duties as assigned by the Community Health Programs Manager

Skills:

- Knowledge of HIV/AIDS and other sexually transmitted infections
- Knowledge of community at high risk for acquiring HIV
- Knowledge of bio-psycho-social risk factors for HIV infection impacting Women of Color, MSM (Men who have Sex with Men), and Transgender populations
- Advocacy and Leadership skills
- Ability to communicate with others empathetically and non-judgmentally.
- Functional knowledge of Microsoft & Google drive software, Salesforce 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

Qualifications:

Preferred to have earned or entering final semester for Bachelor's degree in Social Work, Counseling, Psychology, or a related field, minimum of six-months of internship or professional experience specifically targeted to working with Women of Color, MSM (Men who have Sex with Men), and Transgender populations communities and minimum of 1-2 years work experience in the field of HIV/AIDS prevention and linkage to care.

Hours: This is a part-time, 30 hour 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 fully in-person position. Your weekly schedule will be broken up between both of our HPC Offices (Jersey City & Union City)

Location: Hudson County, New Jersey and surrounding areas

HOW TO APPLY: Please send your resume and cover letter to Elvis Guiracocha at elvis@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.