



Health Resource Specialist II, Patient Navigator (HIV/Family Planning)

About AccessMatters

AccessMatters, a non-profit, public health organization located in Center City Philadelphia, envisions a future where every person has the health care and information they need to thrive. In service to that vision, AccessMatters' mission is to protect, expand, and enhance equitable access to sexual and reproductive health care and information for all people. Our team strives to advance our mission in accordance with these guiding principles: (1) sexual health is an essential component of health and wellbeing across the life span; (2) access to quality, affordable health care – including sexual and reproductive health care – is a fundamental human right; (3) every person, family, and community deserves to be treated with dignity and respect; (4) programs and services should be evidence-based, prevention-focused, and person-centered; (5) organizational excellence is best achieved through a culture of inclusion, diversity, innovation, professionalism, and accountability; (6) clients, volunteers, staff, partners, and supporters should be treated with kindness, dignity, and respect in a trauma-informed and culturally responsible environment; and (7) everyone deserves a caring workplace environment that fosters trust, teamwork, creativity, and work-life balance where work is enjoyable and where staff are supported in their professional development and their pursuit of excellence.

Job Summary

The Health Resource Specialist II functions primarily as a community health worker and is responsible for serving as a health advocate by providing reproductive and sexual health education related to disease prevention and healthy behaviors, providing health screenings (i.e. HIV/STD testing, interviews for risk reduction planning, etc.), and providing reproductive and sexual health care system referrals and resources identification for persons seeking additional reproductive and sexual health screenings, diagnosis and treatment within the AccessMatters' networks. Services may include but are not limited to proactively reaching out to target populations in need of care, providing individuals with health education related to reproductive and sexual health especially HIV prevention and access to HIV testing, linkages to medical care and case management, accompanying clients to care appointments, keeping track of clients to assure attendance to care, identifying resources and support, assisting with access to benefits including insurance and enabling client independence and self-sufficiency. In addition, duties also include maintaining strict confidentiality and appropriate documentation of client contacts, referrals and services provided. This position is full time and non-exempt.

Essential Functions:

Reporting to the Director of Community Based Health Services the Health Resource Specialist II will:

Engage in community outreach and program promotion

- Serve as outreach coordinator to promote the program in the communities at risk and identified in planning, in community clinics, organizations and institutions who are stakeholders in the improvement of reproductive and sexual health, through outreach, presentations, and lectures.



- Provide sexual and reproductive health education and referrals around HIV, STDs, hepatitis, and other sexual health issues, to improve client health literacy, increase active participation in care decisions, and to maintain health care access.
- Maintain communication with clinic staff at identified sites to access target population to identify status or/and coordinate services.

Provide client service, support, and referrals

- Function as a community health worker by assisting in coordination of care and support services for individuals and families to improve health outcomes, based on care provider referral plan and client assessment, identifying additional needs.
- Increase quality health outcomes; establish goal-setting that includes risk reduction, adherence counseling and disclosure services where appropriate.
- Maintain communication with relevant healthcare and support services entities that may provide diagnostic, treatment and additional social support for clients.
- Provide frequent health screenings (i.e. HIV/STD rapid testing), risk reduction counseling, health education, and reproductive and sexual health care system referrals, at various city program sites during day, evening, late night and weekend hours as scheduled.

Assist with program operations and goal attainment

- Serve as Team Leader for the Health Resource Specialist I and/or Peer Counselors, assisting the Director of Community Based Health Services as point of contact for scheduling of onsite client services and event staffing, custody of client records and incentives, event logistics, and community advisory board engagement.
- Maintain close communication with supervisor and meet regularly with program team to report and review progress.
- Collect and process program data and paperwork, maintain and regularly update program database in an accurate and timely way, and generate reports as required by management.
- Complete routine administrative duties including filing, shredding, collating, stocking, and other operational needs.
- Adhere to all program guidelines and protocols and protect client information and records at all times in compliance with agency Confidentiality Policy and Pennsylvania's Act 148.
- Maintain high ethical standards and conduct regarding confidentiality, integrity, dual-relationships, and professional behavior overall.
- Participate in special events, trainings, programs, projects, meetings, and other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Experience serving as a community health worker; progress toward or completion of Community Health Worker coursework and/or certification is strongly desired (see https://www.pacertboard.org/sites/default/files/2021-01/PCB_CCHW_Application_19.pdf).
- Ability to counsel people using motivational interviewing techniques, in an unbiased, effective, culturally responsible, and non-judgmental manner.
- Proficiency in the provision of risk reduction counseling sessions in sexual and reproductive health.



- Proficiency in the administration of HIV and/or other STD testing technologies in clinical and community settings.
- Ability to travel to partner organizations, clinical provider sites, client homes, and other community settings where clients receive services or congregate within regions of Philadelphia.
- Ability to work in community locations without on-site supervision.
- Ability to facilitate educational programs in diverse settings.
- Ability to engage consumers in diverse settings (clinical, community settings).
- Ability to regularly work outside of normal business hours, e.g., scheduled evenings, nights, and weekends.
- Ability to communicate effectively and inclusively, verbally and in writing, with individuals or groups.
- Ability to perform with a high level of confidentiality, discretion and integrity.
- Demonstrated ability and desire to work within a multi-cultural and multi-disciplinary team environment, serving diverse populations and institutions across a broad spectrum of community and clinical providers within the fields of sexual and reproductive health and maternal and child health.
- Knowledge and experience working with diverse communities and colleagues with demonstrated cultural humility and responsibility.
- Demonstrated organizational skills and ability to manage multiple tasks and details accurately and on deadline within a compressed timeframe, while remaining flexible and open to changing priorities.
- Strong ability to use technology and computer applications effectively, such as Microsoft Office Applications.

EDUCATION AND EXPERIENCE

Education:

- Associate degree in health-related field, and/or 3-5 years of experience in the delivery of community-based health education and services. Bachelor's degree preferred. Relevant industry specific experience may be considered in lieu of degree where possible.
- Two (2) years of providing care coordination/navigation, community health worker, or other services in community-based locations preferred.
- Progress toward or completion of Community Health Worker coursework and/or certification is strongly desired.
- AACO Regional Prevention Network Certification or comparable HIV certification course (American Red Cross, TPAC, Philadelphia FIGHT, State of Pennsylvania HIV Counseling and Testing Certification or three (3) years of experience delivering community-based health education and services.
- Must be eligible for all city and state mandatory clearances, e.g., criminal and child abuse clearances.

Experience:

- Provision of 3-5 years of working in counseling, community-level or client level health navigation or education and/or community health worker experience, especially in the field of HIV/STD testing, prevention, sexual and reproductive health, family planning, maternal health, and counseling services. Provision of at least one year HIV counseling and testing strongly preferred.
- Familiarity with ARTAS intervention and linkage techniques strongly preferred.



HOW TO APPLY: Submit **cover letter and resume** to the Health Resource Specialist II, Patient Navigator (HIV/Family Planning) position posted at our online career site, by going to this link: **<https://bit.ly/343YwKD>**. Address cover letter to Elaine Petrossian, Vice President, Human Resources & Operations. Please include salary requirement and potential start date. ***NOTE: While AccessMatters is currently operating remotely, candidates are expected to reside within commuting distance of our headquarters in Center City, Philadelphia. *** No calls, please. **Applications will be reviewed in a rolling basis with priority to those received by September 3, 2021.** **ACCESSMATTERS IS AN EQUAL OPPORTUNITY EMPLOYER.**