



Health and Support Service Resource Specialist (In-Unit Position)

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, 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

Reporting to the Director, Community Based Health Services (CBHS), and Director, Community Outreach and Information Services (COIS); the Health and Support Service Resource Specialist will work closely with funded organizations to support the patients/clients they serve. The Health and Support Service Resource Specialist will assist AccessMatters support services programs for eligible individuals. This role works as a community health worker and health advocate to help clients identify resources to overcome barriers, retention to care, and to ensure provider linkage. Services may include components such as Emergency Financial Assistance/Rental Assistance, Food Bank Services such as grocery store gift cards and transportation assistance.

The Health and Support Resource Specialist will complete intensive trainings and provide confidential, telephone-based counseling, education, referrals, and advocacy to individual clients who contact our Hotline, on topics including HIV/AIDS, pregnancy options, reproductive health, and maternal/child health. This role will execute outbound telephone-based outreach to support sexual and reproductive health programs within the broader AccessMatters portfolio. The Health and Support Resource Specialist will provide comprehensive sexuality education presentations to youth, young adults, adults, and professionals, and represents AccessMatters at external outreach events as assigned. In addition, this role supports program operations, maintains strict confidentiality and follows all program protocols and procedures, and appropriately documents client contacts, referrals, and services provided. This job is full-time and non-exempt.



Essential Functions:

Reporting to the Director, Community Based Health Services (CBHS), and Director, Community Outreach and Information Services (COIS), the Health and Support Service Resource Specialist will:

Assist with Linkage and Retention to Care

- Ensure scheduling of support services for eligible clients including application review, processing of payments, provision of support services and scheduling of related services.
- Work closely with the point person for each support service to help ensure successful warm handoffs between facilities and services.
- Serve as a point of contact for client applications and for staff at funded organizations that submit applications on behalf of the individuals they serve.
- Possible engagement directly with clients being served when appropriate.
- Assist in coordination of care and support services for individuals and families to improve health outcomes and improve retention in care.
- Complete routine programmatic duties related to documentation of services provided.
- Ensure eligibility of persons enrolled receiving support services.

Engage in Community Outreach and Health Program Promotion

- Assist in the production, packaging, and distribution of educational materials and promotional items directed toward youth, including fact sheets, brochures, condom packets, promotional pieces, and other publications.
- Stay informed of current information, trends, and best practices in the fields of youth development, education, adolescent, reproductive, and sexual health; stay current on relevant topical information and changes in services at key providers.

Provide Confidential Services Through Hotline Counseling and Referral (Inbound & Outbound Calls)

- 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.
- Record complete information on each call to facilitate subsequent reporting for contracts.
- Conduct follow-up calls pertaining to caller complaints, and complete written feedback reports.
- Conduct regular outbound service access, and “Mystery Shopper” quality calls for AccessMatters.



Assist with Program Operations, Goal Attainment, and Advance the Mission of AccessMatters

- Create and maintain an inclusive and equitable work environment that is respectful of all, embraces diversity and equity, and includes diverse perspectives and talents in problem solving.
- Commitment to anti-racism, diversity, equity, and inclusion, illustrated by knowledge and experience working with diverse communities and colleagues with cultural humility and responsibility, and the ability and desire to work in 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.
- 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.
- 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.
- Represent AccessMatters on coalitions and committees as relevant to agency agendas and mission.
- In collaboration with our Communications & Advocacy team, contribute to social media content.
- Build relationship and maintain communication with other organizations providing similar support services to prevent duplication of services.
- Maintain high ethical standards and conduct regarding confidentiality, integrity, and dual-relationships while representing AccessMatters effectively and positively to all stakeholders.
- Participate in supplementary activities including: referral resource updates, research, attendance at external trainings, community education, outreach, and site visits.
- Complete other projects and perform other duties as assigned.

Knowledge, Skills and Abilities

- Experience serving as a community health worker and/or health advocate; 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).
- 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 HIV care, sexual and reproductive health and maternal and child health.
- Knowledge and experience working with diverse communities and colleagues in diverse settings with demonstrated global mindset, cultural humility and responsibility.
- Experience in the field of HIV care, maternal and child health care.
- Demonstrated organizational skills and ability to manage multiple tasks and details accurately and on deadline within a compressed timeframe, while remaining open to changing priorities.



- High degree of customer service skills and philosophy, to include responsiveness, and follow-through to deliver high quality services to external and internal stakeholders.
- Ability to communicate effectively and inclusively, verbally and in writing, with individuals and groups.
- Ability to perform with a high level of confidentiality, discretion, and integrity.
- Ability to work independently and as a member of a team.
- Strong ability to use technology and computer applications effectively, such as call center programs, virtual meeting platforms, data entry systems, Microsoft Office suite, websites, social media, and others.
- Demonstrated organizational, coaching, and client support skills.
- Ability to work in community locations without on-site supervision.
- Ability to travel to partner organizations as needed within the Philadelphia region.
- Ability to work outside normal business hours as needed (e.g., scheduled events on nights and weekends).
- Eligible for all city and state mandatory clearances, e.g., criminal and child abuse.

Education and Experience:

- Bachelor's Degree. Prefer coursework or other training in relevant aspects of the role, including but not limited to the health related field (i.e. sexual health, reproductive, maternal and child health care). Relevant industry specific experience may be considered in lieu of degree where possible.
- Minimum 1-3 years' experience working in counseling, community-level or client-level health education, especially in the fields of HIV/STD/STI testing, prevention, and counseling services, youth development, and/or sexual and reproductive health, with hotline/call center experience desired (inbound and outbound calls).

ANNUAL SALARY: \$46,200.00

HOW TO APPLY: Submit both a cover letter and a resume to the **Health and Support Service Resource Specialist** position posted at our online career site, by going to this link: <https://bit.ly/343YwKD>. Address cover letter to Raeann Billey, Vice President of Human Resources. Please include salary requirement and potential start date. ***NOTE: This is a hybrid remote position; candidates are expected to reside within commuting distance of our headquarters in Center City, Philadelphia. *** No calls, please.

ACCESSMATTERS IS AN EQUAL OPPORTUNITY EMPLOYER.