



Northland Cares

HIV Specialty
Care Clinic

POSITION DESCRIPTION: HOUSING & EMPLOYMENT SPECIALIST

Position Summary

The Housing and Employment Specialist position requires excellent organizational and communication skills to support the services offered to clients. The preferred candidate will have a background in social services, administration and support roles, and knowledge of a wide variety of social service programs, particularly those pertaining to clients living with HIV/AIDS.

As with all positions at Northland Cares, the Housing and Employment Specialist supports the values and mission of Northland Cares by demonstrating personal responsibility, respect for self and others, innovation through teamwork, dedication to caring, and excellence in customer service.

Minimum Qualifications

- Bachelor's Degree in Health or Social Service-related field plus 2 years applicable work experience OR
- Four years applicable work experience in lieu of degree OR any equivalent combination of experience, training, and education as approved by hiring committee and approval of Executive Director
- Familiarity with medical treatment interventions for HIV/AIDS patients required
- Demonstrated skills in assisting high-risk individuals to overcome difficulties resulting from economic, cultural and/or psychosocial issues
- Ability to read, analyze, and interpret policies and procedures and governmental regulations
- Ability to write reports, business correspondence, and effective Case Management notes
- Familiarity with computer programs and data management, including MS Office products and EHRs
- Effectively present information and interact with medical providers, government contract representatives, clients, and the general public
- Ability to define problems, collect data, establish facts, draw valid conclusions, and recommend or proceed on effective course of action
- Attention to detail for effective quality management
- Proven time management skills, organizational skills, and documentation ability

Certificates, Licenses, Registration

- Current Valid Arizona Driver's License
- Case Management Certification (through ADHS approved training) – required to obtain within first year of employment
- CPR/First Aid Certification – required to obtain within first 30 days of employment

Preferred Qualifications

- Familiarity with HIV/AIDS services and Ryan White / HOPWA programming
- Experience with CAREWare; Practice Fusion or other EHR program software
- Bilingual English/Spanish

Duties and Responsibilities

General Duties:

- Attend service coordination meetings, HIV Services team meetings, and departmental meetings
- Provide clear communication between various service providers and with clients regarding service delivery models, availability of services, policies and procedures, and in coordination of services
- Document client activities in the HIV Services client-level database in a thorough, timely, and accurate manner following documentation standards, with minimal spelling or grammatical errors

Employment Services:

- Provide resource and referral services to clients referred for earned income/employment services
- Network with earned income and employment service providers to develop referral network
- Document client progress toward earned income/employment goals in HIV Services client-level database, including intake, job placement, earned income achievement, and ongoing job placement
- Work with housing agencies to provide groups on earned income and employment-related topics
- Ensure clients meet eligibility requirements including HIV status and income level

Short-term or “Gap Lodging” Program Administration

- Develop and maintain relationships with hotels/motels to ensure compliance with program requirements including maintaining client confidentiality
- Administer payment and follow policies and procedures established by Department’s Financial Program
- Ensure clients/households meet eligibility requirements including HIV status and income level
- Monitor and enforce program time-stay limits for clients/households
- Develop program policies and procedures, forms, and informational materials as requested
- Provide case management for clients in program including regular check-ins on housing plan and any needed wrap-around services

Technical Skills

Some knowledge of:

- The principles and practices of public health administration.
- The principles and practices of grant administration.
- The fundamental principles and practices of the program assignment. Applicable research techniques, methods, and procedures.
- Providing trainings to diverse audiences and skill levels.

Ability to:

- Properly interpret and make decisions in conformance with established laws, regulations, and policies.
- Collect, analyze, and interpret data and submit oral and written reports.
- Establish and maintain effective working relationships with employees, municipal officials, other agencies, the general public, and medical care providers.
- Present technical material in a clear and precise manner that can be easily understood by a variety of groups.
- Maintain accurate data between multiple database platforms/systems