



Women Organized to Respond to Life-threatening Diseases

JOB DESCRIPTION

Outreach Coordinator and Service Navigator

Division:	WORLD
Department:	WORLD
Supervisor Title:	Operations Manager
Prepared By:	David Marin, Director of Human Resources
Created/Last Revision Date:	July 7, 2022
Approved By:	Ingrid Floyd, Interim Executive Director

The Outreach Coordinator & Service Navigator is responsible for projecting and integrating the Mission and Core Values of WORLD and the AIDS Healthcare Foundation (AHF) within and outside of the organization. The Outreach Coordinator & Service Navigator will be responsible for assisting with the outreach, engagement, education, and vaccine navigation components of the COVID-19 Vaccine Access Programs.

Essential Duties & Responsibilities

Includes the following. Other duties may be assigned.

- Conducts outreach in various settings and to diverse populations in Alameda County
- Help identify outreach and engagement locations
- Attend outreach events with community health workers
- Coordinate schedules for outreach events and assist community health workers with invoicing
- Initiate and maintain regular contact with newly enrolled patients
- Actively link and guide patients with information and strategies on how to access COVID-19 vaccine services
- Aid with vaccination scheduling, including sending reminder texts and providing transportation assistance
- Provide follow-up services to patients ensuring they are in care and attending all necessary appointments

- Identify other needs of patients such as housing, mental health, and employment
- Identify and support patients and other project staff in addressing patient barriers to vaccine access
- Assist other project staff in linking patients to resources related to COVID-19 vaccine access and treatment
- Work with program personnel to support coordination of patient services by providing information on, identifying and addressing barriers to accessing services
- Alert supervisors and or other program staff of issues impacting patient's access to COVID-19 vaccine services
- Advocate for patients by bringing concerns to the attention of providers
- Provide basic COVID-19 education and education resources to patients
- Offer emotional support to patients, and make referrals to support groups and classes
- Provide information on WORLD services to community members in need and make necessary referrals for services including HIV testing, STI screening, PrEP counseling, and WORLD's Peer Advocate program, as applicable

Participation in Meetings/Committees

Attends all funder meetings and other meetings as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate (A.A) or Bachelor's degree (B.A.) in Public Health from four-year college or university, or other Health Care Administration and Operations related field and/or four to six years related experience and/or training, preferable in non-profit and/or health care environment or equivalent combination of education and experience. Experience in working in human services provision at community agencies, healthcare settings, and functional knowledge related to COVID-19 as well as HIV/AIDS is plus. Familiarity with service options available to support and empower patients. Knowledge of harm reduction, healthy coping, and steps for networking with providers preferred. Knowledge of criminal justice systems, substance abuse, and mental health is preferred. Bilingual preferred but not required.

Computer/Software Skills & Abilities

- To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel, Outlook, PowerPoint and Adobe Acrobat Reader.
- Familiarity with web-based applications like Google and mobile applications (Instagram, Facebook, Snapchat).
- Conducts professional use of company email

Language Skills

Ability to effectively communicate with clients, medical professionals, and coworkers.

Other Skills & Abilities/Qualifications

- Sensitivity to issues surrounding HIV, AIDS and COVID-19.
- Ability to work as a team-player.
- Strong attention to details.
- Excellent interpersonal skills.
- Able to work independently and follow established protocols.
- Ability to work with diverse populations.
- Sensitivity to multi-cultural and lifestyle issues.
- Strong organizational/prioritizing skills in a rapidly changing environment.
- Must be available to work on weekday, evenings, and weekends including late hours.
- Must be able to drive to different outreach sites.
- Must be able to maintain confidentiality.
- Skill presenting services offered at WORLD to partnering organizations.

Certificates, Licenses and Registrations

- Valid California Driver’s License.
- Proof of liability insurance.

Employee’s Acknowledgement

I have read the job description and agree to its contents. I acknowledge that other duties may be requested of me that are not specifically stated here. I agree to perform these duties as directed by my immediate supervisor(s), and when called upon. I also agree to assist in the formulation of a revised job description should the need arise in the opinion of my supervisor(s) and/or the Director of Human Resources.

Employee Signature	Date
--------------------	------

