

OUTREACH NAVIGATOR

Job Title:	Outreach Navigator	Division/Department:	Outreach
FLSA Status:	Non-Exempt	Reports to:	Jamie Marques
Salary:	<u>\$33,000 - \$41,600</u>	Last Revision Date:	January 2019

I. SUMMARY

This is a grant-funded position that works with diverse communities. The overall responsibilities are to conduct Comprehensive HIV Prevention activities (including but not limited to outreach, education, HIV & STD testing and counseling, PrEP/nPEP navigation, and Linkage to Care) at venues throughout Miami-Dade County; and conduct Risk-Reduction counseling. Responsible for: knowing proper testing and confidentiality procedures, client risk/treatment assessment, and client assistance and follow up as needed.

The Outreach Navigator is responsible for ensuring HIV positive clients and those at high-risk (of HIV) are linked, retained or reconnected to care. Once in care, the Outreach Navigator will help to ensure these clients are engaging with the HIV healthcare system to improve their healthcare outcomes and overall quality of life. For those clients receiving PrEP the patient navigator will encourage and facilitate treatment compliance as well as education encouraging risk reduction practices. S/he will also be responsible for providing emotional and educational support for clients who are HIV positive and have mental health, substance abuse and homelessness issues. He/She also is responsible for assisting in the intake process to the agency of patient choice by gathering documentation and by providing support in order to expedite service delivery.

II. ESSENTIAL JOB RESPONSIBILITIES:

HIV/STI Testing, Coordination and Linkage:

1. Perform HIV, Syphilis, Gonorrhea, Chlamydia and other STI screenings at various PAF sites and community locations during the day, evening, late night and weekend hours.
2. Perform HIV/STD prevention counseling and support.
3. Provide education and resources around HIV, STI's and Hepatitis, and other sexual health issues.
4. Identifies patients, who have been lost to care, or newly diagnosed with HIV and need navigation to get into HIV care.
5. Provide appropriate referrals to clients.
6. Facilitates a welcome into the agency of patient choice and either provides or facilitates orientation/education regarding the agency and its services.
7. Provides education and facilitates Rapid Access (Test & Treat) and PrEP treatment.
8. Facilitates registration into Project Access Foundation services including but not limited to Rapid Access and PrEP care coordination.
9. Provides navigation services (including case management) on a regular basis (according to intervention schedule) and for up to 12 months.
10. Coordinates client's appointments (hard linkage) to medical, medical case management, mental health, substance abuse treatment, education or social service appointments to improve client's well-being.
11. Conduct Risk-Reduction counseling.
12. Communicates with clients one to three days before a foreseen hurricane/natural disaster according to emergency plan procedure.

Health Education and Navigation:

1. Provides information and emotional support to patients through shared experiences using encouragement, reinforcement of healthful behaviors and helps to decrease client isolation.
2. Provides emotional and educational support to patients who have mental health, substance abuse and homelessness issues.

3. Serves as mentor regarding interaction with medical providers, helping patients prepare for visits and then debriefing what happened, depending on patient need.
4. Provides educational support to clients to enhance their knowledge and understanding of medication protocols, side effects and adherence.
5. Walks clients through initial appointments for medical care or other social services in order to ensure that clients have a clear understanding of initial steps that need to be taken to obtain appropriate services.
6. Educates new clients on the care process and what to expect from the HIV service delivery system.
7. Participates in staff training sessions and other meetings as required by the agency and/or the funding sources.

Collaboration:

1. Provides culturally competent Outreach and Patient Navigation services in a variety of community settings.
2. Acts as support staff in the implementation and facilitation of group sessions provided by the PAF and/or external providers.

Documentation, Compliance and Quality Assurance:

1. Maintains valid State of Florida HIV/AIDS Testing and Counseling certifications; and any other certification required by Funding entities and/or PAF.
2. Maintains Timely, Accurate, Legible and Clear chart documentation according to agency and funder requirements.
3. Maintains record keeping requirements and assists with chart reviews for Q/A purposes as requested.
4. Provides supervisor with information needed for end of month reporting and/or participates in program evaluation as requested.

Safety:

1. Ensures proper hand washing according to Centers for Disease Control and Prevention guidelines.
2. Understands and appropriately acts upon assigned role in Emergency Code System.
3. Understands and performs assigned role in agency's Continuity of Operations Plan (COOP).

Other:

1. Participates in agency developmental activities as requested.
2. Maintain organized, clean, efficient and confidential work area.
3. Support staff in assigned project based work.
4. Other duties as assigned by immediate supervisor as required.

III. ADDITIONAL RESPONSIBILITIES

1. Follows Project Access Foundation's policies and procedures.
2. Promotes safety awareness in the department.
3. Setup accommodation for company visitors.

IV. JOB RELATIONSHIPS

1. Responsible: Outreach Navigator Coordinator
2. Interrelationships: All PAF sites

V. REQUIREMENTS

1. High School Diploma is required
2. One year of related experience working in programs with at risk populations and performing outreach is required. Knowledge and trainings in HIV/AIDS are required. **Must attend required trainings HIV 104; 500; 501, Customer Service, Risk Reduction Intervention/s Counseling, Motivational Interviewing within assigned timeframes.**
3. Proper driver license and clean driving record are required.

4. Bilingual (English-Spanish/English Creole) highly preferred. Computer knowledge should include Microsoft Word and Excel. Good communication, problem solving, team work and organizational skills are required to engage participants. Ability to work with multicultural and diverse population is required. Must be self-motivated, detail oriented, able to travel locally and work flexible hours.
5. Own transportation is required.
6. Knowledge of office policies and procedures.
7. Knowledge of safety procedures and HIPAA patient confidentiality requirements.

VI. COMPETENCIES

1. Good Oral and written communication skills are required for this position. The person in this position must be able to communicate effectively with clients, staff, and others; and contribute to a positive environment.
2. Demonstrate Stellar customer service, professionalism at all times, when representing PAF at all locations.
3. Utilizing AIDET and other tactics to enhance customer service.
 - i. **ACKNOWLEDGE** – Being attentive and greeting the patient/personnel in a positive manner, e.g.; Good morning, good afternoon, eye contact, shake hand.
 - ii. **INTRODUCE** – Giving your name, role, and skill set, e.g.; Specialty and what your role is.
 - iii. **DURATION** – Giving a reasonable time expectation, e.g.; how long the visit will take? How long the test/procedure/appointment will actually take? How long before you come back and see the patient/personnel?
 - iv. **EXPLANATION** – Making sure the patient/personnel is knowledgeable and informed, e.g.; Listen to the patient’s story, explain the treatment plan (clinical) or process (non-clinical), use “keywords”, such as “Do you need more explanation?”
 - v. **THANK YOU** – Showing appreciation for cooperation and choosing your organization for their care or specific service, e.g.; closing keywords, such as, “Thank you for choosing our organization”, “Thank you for waiting”, “Thank you for coming in today”, “What other questions do you have?”

VII. WORKING CONDITIONS

Must be able to see and hear in normal range with or without correction devices. Work is performed in an interior medical/clinical environment. Moderate physical activity. Limited exposure to physical risk. Requires standing and/or walking for more than four (4) hours per day using the telephone, computer system and/or other resources.

For the nature of our business sometimes it demands to work after 5:00 PM.

The job description does not constitute an employment agreement between PAF and the employee, and is subject to change as the needs of PAF and the requirements of the job change.

Approval: _____

Approval: _____

Date : _____

Date : _____

Employee

PAF Representative