



Client Services Assistant Tacoma Office

Mission Statement:

Pierce County AIDS Foundation, through education and service, prevents HIV infection, assists persons affected by HIV/AIDS, addresses related health problems, and combats associated stigma and discrimination.

Summary:

The Client Services Assistant provides support to the Client Services Department for PCAF (Pierce County AIDS Foundation) by assisting with client needs and programming. In addition, the Client Services Assistant conducts intakes of new clients, assists with the PCAF food program, supports our Client Services team through the documentation of data and statistical reporting, and submits billing for Title XIX for eligible clients.

Scope of Work:

Under the supervision of the Client Services Team Lead, Tacoma Office, the Client Services Assistant is responsible for the following:

- Conduct intakes for new clients and reactivations for former clients seeking to establish services.
- Document client contacts as required by agency and related funding sources. Maintain accurate records as required in a timely manner.
- Verify and document client eligibility for Medical Case Management and related wraparound services.
- Assist with the daily operations and tasks of the PCAF food program, including the purchase, collection, stocking, distribution, and tracking of food allocation to clients.
- Support case managers in their efforts for Quality Assurance coordination by developing systems for file management.
- Record data collected from clients' service plans, mental health vouchers, and related documents. Cull data and prepare statistical reports to supplement grant applications, contract monitoring reports, demographic tracking, and other documents.
- Develop and submit monthly, quarterly, and annual statistical reports for the Client Services team, grant applications, contract monitoring, and demographic profiles in a precise and expedient process.
- Submit Title XIX billing for eligible clients. Identify, investigate, and resolve claims as defined by Title XIX (Medicaid) requirements.

- Maintain a filing system of client support documents. Order and stock supplies and materials, and assist in creating and updating forms when necessary.
- Develop and demonstrate knowledge of HIV/AIDS related conditions and treatment, and use knowledge to educate clients and people in their support systems.
- Maintain a comprehensive understanding of the statewide standards for HIV Medical Case Management, and adhere to the requirements outlined in these standards.
- Cultivate and sustain positive working relationships with medical, mental health, and social services providers. Facilitate outside referrals for services when necessary and appropriate, and provide follow-ups to ensure client access.
- Act as client advocate to link clients to appropriate formal and informal community support networks.
- Develop and maintain a thorough knowledge of eligibility and benefit provisions for public and private financial assistance and health care coverage programs. Represent PCAF client assistance programs in the community, and assist clients when enrolling in appropriate programs.
- Consistently model and display appropriate professional boundaries at all times.
- Educate clients in the concept of harm reduction when necessary and appropriate.
- Contribute as a team member and share in the responsibilities required to maintain operations and serve the mission of the organization. This includes, but is not limited to, attending events, participating in fundraising activities, obtaining training, undertaking research, traveling, flexibility in scheduling, covering the commitments of coworkers when they are unable, and other duties as assigned.

Qualifications:

- Prefer candidates with an Associate's degree in Human Services or related field and two years' related experience in a health, social, or human services agency. However, any combination of education, experience, and measurable performance that demonstrates the capability to perform the duties of this position will be considered.
- Basic knowledge of how HIV is acquired, transmitted, and treated as well as associated stigma. Experience working with HIV+ individuals is preferred.
- Prefer candidates with knowledge of support services and an ability to access community resources and referrals in Pierce County.
- Require candidates who have experience working with diverse populations, with a preference for candidates who have experience in mental health, substance abuse, and/or homelessness issues.
- Prefer candidates with successful management of chronic illness, and knowledge of the grieving and death and dying process.
- Demonstrated ability to contribute to an environment that celebrates diversity and difference, especially related to socioeconomic status, sexual orientation, gender identity, race, and ethnicity.

- Experience using social justice oriented, anti-racist, pro-equity, and collaborative approaches.
- Demonstrated understanding of institutional and structural racism, and other systems of oppression.
- Commitment to equity, diversity, and inclusion, including working on one's own internal biases and cultural humility.
- Willingness and ability to articulate and abide by PCAF's philosophy and policies in providing service to clients and in representing the agency.
- Exceptional ability to work independently and to prioritize workload, manage time effectively, coordinate resources, and monitor work to ensure quality.
- Ability to be flexible and supportive, and to work collaboratively with staff as a member of a diverse team.
- Excellent written and verbal communication skills required, along with demonstrated ability to work effectively under stressful conditions.
- Ability to understand and utilize a complex client database system (CAREWare).
- Proficiency in computer word-processing, Google Drive, Excel, and various databases. Demonstrated ability to access information via the Internet.
- Physical components include frequent keyboarding, lifting up to and transferring 30 lbs, and intervals of sitting, standing, and moving about the office.
- Must have reliable car, Washington State driver license, and appropriate insurance.

Salary and Benefits:

This is a full-time, non-exempt position. Compensation for this position is \$18 per hour, depending upon experience and education. Extraordinary employer-paid benefits package includes medical, dental, and vision coverage, life, short-term and long-term disability insurance, employee assistance programs, paid holidays, and a generous Paid Time Off (PTO) plan.

How to Apply:

Please submit a cover letter and resume to Megan Nolan, Client Services Team Lead, mnolan@piercecountyaid.org by 5:00 pm, March 29, 2019. Include in your letter the reasons you are interested in this position, the value you would bring to the role, and your qualifications related to this opening.

Megan Nolan
Client Services Team Lead
PCAF Tacoma Office
3009 S 40th St
Tacoma, WA 98409

Equal Opportunity Employer:

PCAF (Pierce County AIDS Foundation) is an Equal Opportunity and proud Affirmative Action Employer. We do not discriminate on the basis of ethnic origin, color, gender, gender identity, gender expression, marital status, sexual orientation, political affiliation, age, creed, religion, ancestry, national origin, or the presence of any sensory or physical disability, including HIV status. All interested individuals, including people of color, women, persons with disabilities, and persons who are gay, transgender, or intersex are particularly urged to apply.

Candidates for employment at PCAF should be aware that this is a unique work environment in which topics of sexuality and sexual orientation are an integral part of our everyday prevention and care work, and are often discussed openly. Individuals who are uncomfortable with such topics, discussions, and the occasional related graphic representations may choose not to work at PCAF.

Employee Printed Name

Date

Employee Signature

Date

Supervisor Printed Name

Date

Supervisor Signature

Date