

UW HEALTH JOB DESCRIPTION

Eligibility and Support Specialist – HIV Care and Prevention Program - Bilingual

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|---|-------------------------|------------------------|-------------------|
| Job Code: 310055 | FLSA Status: Non-Exempt | Mgt. Approval: R. Hays | Date: August 2023 |
| Department: Clinics - Infectious Disease/Immunology | HR Approval: J. Olson | Date: August 2023 | |

JOB SUMMARY

As a member of the multidisciplinary HIV care team, the Eligibility and Support Specialist - Bilingual works directly with clients in collaboration with the HIV Care and Prevention social work team to support client engagement and retention in HIV care. The Eligibility and Support Specialist - Bilingual is responsible for supporting client access to Ryan White medical and support services as well as other benefit programs through established programmatic workflows. The individual will utilize their excellent communication skills to build and maintain relationships with clients, care team members, staff from departments across the organization, and community agencies. This position works under the direction of the HIV Care and Prevention leadership and in close collaboration with HIV Social Workers, the HIV Program Manager, Infectious Disease clinic operations leadership, and the Ryan White Administrative Manager.

MAJOR RESPONSIBILITIES

- Support Ryan White eligibility workflows including client eligibility assessment and obtaining necessary documentation
- Perform administrative functions and care coordination tasks to support social work practice and programmatic goals
- Work collaboratively with HIV Care and Prevention Program licensed Social Workers to coordinate and track client services including medical transportation, housing, and food security programs
- Perform outreach to offer appointment rescheduling following missed appointments
- Educate clients about available benefit programs and complete enrollments and re-enrollments, providing outreach and follow up to ensure benefit access
- Inform and link clients to available community resources, referring complex situations to HIV Social Workers
- Document client interactions within an electronic medical record
- Provide input into the development of systems supporting clinical and administrative grant requirements
- Participate in federal and state Ryan White site visits as appropriate

JOB REQUIREMENTS

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|---|-----------|---|
| Education | Minimum | High School diploma or equivalent |
| | Preferred | Associate or Bachelor's degree in Social and Behavioral Sciences or related field |
| Work Experience | Minimum | One (1) year of experience in a role representing or supporting a community or healthcare agency if no degree. Lived experience or relevant volunteer experience will be considered in lieu of work experience. |
| | Preferred | <ul style="list-style-type: none"> • Three (3) years of experience in a role representing or supporting a community or healthcare agency • Previous experience in a community or healthcare setting serving people with HIV |
| Licenses & Certifications | Minimum | |
| | Preferred | Licensure in degree field |
| Required Skills, Knowledge, and Abilities | | <ul style="list-style-type: none"> • Bilingual in Spanish • Interest in learning about HIV, health care, and human relations • Ability to communicate effectively and relate to individuals from various economic, social, and cultural backgrounds • Ability to engage individuals through outreach activities • Strong organizational skills • Ability to exercise sound judgment • Effective written and verbal communication skills, demonstrating respect for diversity, equity, and inclusion principles • Demonstrates an ability and willingness to work collaboratively with others for concise and timely flow of information • Computer technical skills for word processing, documentation management, and reports • Ability to maintain strict confidentiality practices |

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- Self-starter with a growth mindset

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

| | | | |
|--|-----------------------------|--|------------------------------|
| | Infants (Birth – 11 months) | | Adolescent (13 – 19 years) |
| | Toddlers (1 – 3 years) | | Young Adult (20 – 40 years) |
| | Preschool (4 – 5 years) | | Middle Adult (41 – 65 years) |
| | School Age (6 – 12 years) | | Older Adult (Over 65 years) |

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

| | Physical Demand Level | Occasional Up to 33% of the time | Frequent 34%-66% of the time | Constant 67%-100% of the time |
|--|---|-------------------------------------|---|---|
| X | Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally, and other sedentary criteria are met. | Up to 10# | Negligible | Negligible |
| | Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree. | Up to 20# | Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls | Negligible or constant push/pull of items of negligible weight |
| | Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds. | 20-50# | 10-25# | Negligible-10# |
| | Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds. | 50-100# | 25-50# | 10-20# |
| | Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds. | Over 100# | Over 50# | Over 20# |
| List any other physical requirements or bona fide occupational qualifications: | | | | |

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.