

Retention Specialist

About TPAN:

TPAN saves lives and empowers people living with and affected by HIV/AIDS and related conditions. We provide services to over 2,000 individuals and families in the Chicago area. TPAN's impact is felt across the country through its bi-monthly national magazine, *Positively Aware*, which provides cutting-edge treatment and wellness information to over 100,000 readers. Our services include testing, primary medical care through an onsite clinic partnership with Howard Brown Health, group and individual mental health services provided by our licensed staff therapists, case management that links our clients to insurance, prescription drug assistance programs, housing, and innovative prevention education programs tailored to those most vulnerable.

The HIV Retention Specialist will be responsible for working with people living with HIV who are disengaged from HIV primary care. The Retention Specialist offers services to ensure that they are able to connect to and remain engaged in care. This individual will work in concert with the Case Management team to assist clients in reducing barriers to medical care and maintaining adherence to medications and HIV treatment. It is expected that the Retention Specialist will provide services to clients for a period of time no longer than 6 months.

DUTIES AND RESPONSIBILITIES:

- Coordinate with AFC Certification Coordinators and case managers to identify patients who have fallen out of care or are at risk of falling out of care based on eligibility assessment.
- Monitor HIV patient data in Provide®, document primary care linkage, and identify patients in need of additional program services or resources.
- Provide assistance to those patients who are specifically interested only in Medication Assistance or Premium Assistance services and assist them in completing the required paperwork based upon desired services every 6 months.
- Track no-shows and cancellations at the Medical Centers and refer to Early Intervention Service (EIS) workers to conduct extensive follow-ups to re-engage patients who are at risk of falling out of care.
- Completes client locator activities in the community in order to re-engage patients lost to care and struggling with compliance.
- Conducts eligibility assessments, and goal plan development with the patient to reduce barriers to retention and adherence.
- Document all patient encounters and measure progress towards the accomplishment of client and program goals.
- Conduct follow-up calls/texts/emails to patients with missed appointments.
- Function as a resource to Medical Case Managers and Lead Agents around retention and linkage to care.
- Maintain appropriate referral sources and contact persons for client access to community-based services.

- Work with clients to link to Case Manager and medical services for 3 months

Qualified candidates must have flexible work hours, demonstrate unconditional positive regard for clients and conduct all aspects of job responsibilities with a focus on exceptional customer service.

Associate's Degree Required. Bachelor's Degree Preferred.

At least 2-3 years of direct service experience working in the field of HIV service provision. Computer proficiency is required as well as the ability to relate to people of diverse backgrounds, cultures, races, sexual orientation, and gender identity or expression. Access to a reliable vehicle is preferred but not required with a valid driver's license and proof of required automobile insurance.

Salary is commensurate with experience. The position is open until filled. No telephone inquiries.

TPAN is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Our goal is to be a diverse workforce that is representative of the communities we serve.

TPAN makes all hiring and employment decisions without regard to race, color, religion, sex, gender, gender identity, sexual orientation, age, marital status, parental status, disability, HIV status, or military service. People of color, women, lesbians, gay men, bisexuals, people who identify as transgender or who are gender nonconforming, people living with HIV, persons with disabilities, older individuals, and veterans are all encouraged to apply.

The purpose of this job description is to signify the general nature and level of work performed by the employee within this function. The responsibilities associated with this job may change from time to time in accordance with the organization's needs. The organization reserves the right to assign or reassign duties as deemed necessary by the direct supervisor and management.

Job Type: Full-time

Pay: \$38,000.00 - \$43,000.00 per year