



## **Southside Coalition of Community Health Centers**

### **Job Opportunities**

#### **St. John's Well Child & Family Center**

St. John's Well Child & Family Center is a non profit network of community clinics in the underserved areas of Los Angeles. We have been providing high-quality, compassionate care for the community since 1964, and we continue to grow in the communities we serve. We are seeking the best and brightest individuals to join us in our mission to help the community.

#### **Mission**

Our mission is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in South Los Angeles.

#### **➤ Patient Navigator**

##### **Position Summary**

The Breast Health Patient Navigator (PN) will provide advocacy, navigation, and care coordination activities for low-income African American women, or women who experience barriers to accessing care.

This position is grant funded. The grant is scheduled to expire on April 30, 2018. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

##### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Link patients with appropriate care after an abnormal finding on a breast-imaging test, and assist in moving them through the healthcare system;
- Provide linkages to community resources for financial assistance, transportation, family needs, and/or translation services;

- Advocate on behalf of the patients in order to enhance communication with health care staff and providers as they move through the breast cancer continuum of care;
- Identify and address the barriers that keep patients from getting ongoing treatment;
- Provide care coordination, motivation and support;
- Initiate outreach to target population using telephone, mail, community visits, and other approved avenues of engagement;
- Establish and develop working relationships with clients;
- Attend regularly-scheduled and impromptu meetings and maintain communication with program team members and supervisor;
- Assist in the production of required weekly, monthly, and/or quarterly data collection reports;
- Maintain tracking logs according to program standards;
- Assist with program evaluations and updates to assigned program and services;
- Attend appropriate community resource meetings and trainings, as assigned;
- Work in collaboration with other departments when required;
- Create, edit, and reproduce outreach materials;
- Attend meetings, trainings, and other work-related events as assigned; and
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

- This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High school diploma or GED required; Bachelor degree in related field preferred
- Two years' related experience in providing direct services in the healthcare field and/or public health
- Working knowledge of cancer treatments, especially breast cancer, and relevant area resources preferred
- Experience working in underserved communities such as undocumented individuals, unaccompanied minors, LGBT populations, communities of color, youth/adolescents, and those experiencing homelessness, substance abuse, and/or mental illness
- Bilingual English/Spanish preferred (read, write, speak)

**Licensure/Certification** - Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Valid CA Driver's License and car required for travel to different clinic sites and community events.

**To apply for this position, please [Click Here](#) to start the application process.**

## ➤ Licensed Vocational Nurse

### **Position Summary**

Under the direction of a CMO/Clinic Manager, provides care to patients in a knowledgeable, skillful, consistent, and courteous manner following established policies and protocols. The LVN contributes to the provision of quality nursing care through techniques that support and achieve positive outcomes in patient care.

### **Required Skills and Qualifications:**

- Bachelor Degree – Master's Degree
- Supervisory, Teaching/Education, Process Evaluation and Creativity.
- Graduate of an accredited LVN program
- *Experience:* (Required)
- A minimum of 2 years actual work nursing experience, such as: emergency room, pediatric office, or hospital care.
- Able to travel to multiple sites within service area.
- Excellent oral and written communication skills
- Ability to function independently and as a team member
- Proficient computer skills – Word, Excel, Outlook
- Bilingual English / Spanish (Required)
- PMS – Practice Management System (Preferred)
- E.H.R– Electronic Health Records (Preferred)

### **Licensure/Certification:**

- Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.
- Graduate of an accredited LVN program
- Valid LVN license
- Current CPR certification

### **Duties and Responsibilities**

- MA Supervision
- Scheduling
- Quality assurance
- Any disciplinary
- Supervisory/Quality control component of Ma's

### **Clinical Responsibilities:**

- Organize getting the morning started – trouble shoot if there is a delay or snag, expedite as needed to ensure that patients are in the room by 8:30
- Triage of patients, in collaboration with lead clinician, to expedite waiting patients or overbook walk-in patients based on medical urgency
- Oversight of rapid HIV, including quality assurance and competency training for MAs
- Wound care
- Provide guidance and counseling to clinical staff to ensure efficient coverage of clinical area.
- Assist provider with minor surgery/as needed

- Supervise clinical staffing (MA, Extern) work hours to ensure efficient coverage of clinical area.
- Follow policies and procedures relating to patient flow, customer service and compliance with regulations pertaining to clinical area.
- Directly responsible for tracking, ordering, and maintain clinical supplies and minor equipment.
- Communicate with front and back office to facilitate patient flow.

#### **Dispensary:**

- Dispensary work-flow – dispensing and checking medications
- Refill meds/if the patient has been seen within the last 3months.
- Triage function and dispensary function

#### **Labs:**

- Monitors daily logs
- Ensures that calibrations are completed in a timely fashion and are done properly
- Oversight and organization of lab letters
- Oversight of Title X counselor to call Chlamydia patients within 24 hours.
- Facilitate CMR for STD Reporting/Report CMR/STD to the state/keep up with the log book.
- Call patients in for treatment for STD's.
- Facilitates clinicians response to critical labs by coordinating charts and calling patients as needed.

#### **For the GR Program Specifically:**

- GR Assessments.
- Takes vitals and reviews patient history; oversees MA to do same role.
- Review of paperwork for completeness before patient leaves the clinic.
- Takes responsibility for storing GR files.
- Takes responsibility for making the GR patients flow smoothly from registration to the provider.

**To apply for this position, please [Click Here](#) to start the application process.**

### **➤ Pharmacy Administrative Supervisor**

#### **Job Summary**

Under the general supervision of the Pharmacy Director, the Pharmacy Administrative Supervisor provides administrative and patient care support to patients, PAP team, and pharmacy operations to maintain a smooth and efficient patient service workflow.

#### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Assists in coordinating PAP enrollment flow through the Central PAP team, from enrollment request to application approval and patient receiving medications
- Maintains an organized structure in the PAP workflow and operation to ensure efficiency and productivity, resulting in optimum patient care and satisfaction
- Performs data analysis from pharmacy software system (Cerner) and other reports to ensure objectives are achieved

- Must multi-task between identifying areas for improving PAP workflow and patient relations, ensuring that quality standards are met while providing extensive personalized customer service, and executing pharmacy administrative activities
- Responsible for managing PAP customer base and growing PAP enrollments to optimize cost savings from pharmaceutical purchases.
- Assists in facilitating the proper patient support for PAP application and eligibility document verification issues
- Audits PAP drug inventory to ensure medications are received by patients in a timely manner for compliance to therapy adherence and preventing medication errors (delays in receiving meds and missed doses)
- Track PAP drug inventory for reporting purposes to Finance department and PAP reconciliation of drugs not picked up by patients.
- Performs functions in compliance with regulatory agencies and contractual obligations with PAP sources (drug manufacturers)
- Maintains records/documents in accordance with Policies and Procedures, federal, state, local laws, and contractual obligations to PAP sources while ensuring the highest level of patient confidentiality
- Provides input to the PAP supervisor, Pharmacy Compliance Manager, and/or the Pharmacy Director on issues that need attention and improvement
- Perform special assignments, studies and routine administrative functions as directed.
- Demonstrates understanding of SJWCFC policies and procedures, and lead by example
- Handles patients who do not qualify with care and empathy
- Works with Clinic Managers, Benefits Counselors, Pharmacy Technicians, Clinic Providers, and Pharmacists as necessary to successfully enroll patients in PAP programs
- Attend meetings, trainings, and other work-related events as needed
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position has supervisory responsibilities for all employees of the PAP team in collaboration with the PAP Supervisor and under the direction of Director of Pharmacy.

### **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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High school diploma or GED required;
- Desirable - Experience working in underserved communities such as undocumented workers, unaccompanied minors, LGBT populations, communities of color, youth/adolescents, and those experiencing homelessness, substance abuse, and/or mental illness; and
- Bilingual English/Spanish preferred but not required. (read, write, speak)
- Must have extensive working knowledge of Microsoft Office programs – Word, Excel, PowerPoint. Must be able to utilize Excel to analyze data and creates charts and tables to present the data.

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Valid CA Driver's License and car required for travel to different clinic sites and community events

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish preferred but not required.

### **Reasoning Ability**

Ability to define problems collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software.

**To apply for this position, please [Click Here](#) to start the application process.**

## **➤ Benefits Counselor**

### **Position Summary**

Provide the following information and assistance regarding health insurance and benefits to elder people, disabled Medicare beneficiaries, and their family, partners, and caregivers. Coordinates and facilitates the enrollment of patients to local, state and county programs.

### **Required Skills and Qualifications:**

- Certified Application Assistant (CAA Certificate)
- Bilingual English/Spanish (Required)
- Familiar with Medi-Cal, Healthy Families and Healthy Way LA
- Must have two years CAA experience
- EHR- Electronic Health Record (Required)
- PMS- Practice Management System (Required)
- Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

### **Duties and Responsibilities:**

- Assists patients in completing applications and forms for private and Med-Cal, as well as other County or State health insurance programs.

- Attends champ Net training for Medi-Cal updates, and all other applicable trainings as directed by supervisor.
- Attends meetings as required for updates and as directed by supervisor.
- Completes production reports, Med-Cal reports, Communication Sheets, PCP changes and tracking, and all other applicable reports.
- Coordinates with all state and county programs in an efficient manner.
- Creates positive and professional environment—in-person and telephonically, with patients, colleagues, and external relations.
- Demonstrates understanding of SJWCFC policies and procedures.
- Drafts positive and professional written communication/correspondence as necessary.
- Educates patients about health insurance enrollment process and programs.
- Electronic Health Record (EHR) inputting prescriptions and patients chart.
- Handles Medi-Cal and other renewals on an annual basis (or as proscribed) to retain coverage.
- Handles patients who do not qualify with care and empathy.
- Keeps up with changes in programs as appropriate.
- Practice Management System (PMS) Registration, Scheduling and Billing.
- Processes applications and verifies eligibility during the patient visit.
- Works with clinicians to identify and qualify patients for financial assistance programs.
- Performs other duties as assigned.

**To apply for this position, please [Click Here](#) to start the application process.**

### ➤ Pharmacy Delivery Driver

#### **Job Summary**

Under the supervision of the Pharmacy Director and the Facilities Manager, the incumbent is responsible for the safe delivery of prescriptions to St. John's clinics.

#### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Load, unload, and deliver pharmacy crates to assigned St. John's clinics; Follow procedures for receiving and delivering prescriptions, including giving and receiving appropriate signatures when picking up or dropping off.  
Plan delivery route to maximize efficiency and productivity for the day
- When needed, drive St. John's mobile health clinics. This requires a Class A license.  
Carefully complete all required paperwork
- Report potential vehicle problems including urgent repairs, delayed regular maintenance, and equipment wear and tear
- Take company vehicles in for maintenance and/or repair
- Follow all traffic laws, taking care to avoid all accidents and/or moving violations;
- Report any vehicle damage, regardless of severity to Facilities Manager
- Attend meetings, trainings, and other work-related events as needed
- Other duties may be assigned or may be modified as business needs dictate.

#### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High school diploma or GED required
- Experience planning trips/delivery routes using online mapping sites, GPS location devices/smartphones, and maps
- Clean driving record, verified through CA Department of Motor Vehicles records.

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Valid CA Class A Driver's License and a verifiable clean driving record in California

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Reasoning Ability**

Ability to define problems collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have basic knowledge of email and GPS location devices including smartphones.

**To apply for this position, please [Click Here](#) to start the application process.**

## **➤ Referral Coordinator**

### **Position Summary**

The Referral Coordinator will provide patient care management including referrals, health follow-ups, and coordination of services.

### **Required Skills and Qualifications:**

- High School Diploma or GED.
- Bi-lingual English/Spanish, public speaking and independent work (Required)

- Proficient Microsoft Office
- EHR- Electronic Health Record (Preferred)
- PMS- Practice Management System (Preferred)

### **Licensure/Certification:**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

PRINCIPLE ACCOUNTABILITIES. We acknowledge that all employees should have goals and objectives that support the Mission of St. John's and that each should be accountable for personal, team and organizational goals.

### **Duties and Responsibilities:**

- Access patient medical records and verifies eligibility.
- Keep track of patient referrals to specialists using i2i Tracking System
- Serve as clinic liaison to outside agencies and partners.
- Provides education material as necessary.
- Refers patients to specialists.
- Meet productivity referrals processing an average of 30-50 referrals within 4 hours per person
- Uses Med Point Web portal and AppleCare portal for authorizations.
- Follow up visits after 2-3 weeks for insured and 2-5 months for uninsured
- Uses medical terminology on regular basis for doctors and vendors.
- Communicate with primary care provider (PCP) to inform of any delays or barriers to patients care
- Follows-up on approval of authorizations, mails authorization letters to patients
- Handles heavy case load on daily basis in efficient manner.
- Keeps abreast of all SJWCFC programs.
- Electronic Medical Record (EMR) uploads specialist reports, adds care management notes, and flags referring Provider
- Practice Management System (PMS) Registration, Scheduling.
- Uses 5 website portals Referral Processing System (RPS), eConsult, MedPoint Management, AppleCare, i2i system
- Process referrals according to level of urgency within 24 hours
- Process routine referrals within 24-72 hours from date ordered
- Upload specialist report in EMR within 24 hours from date received
- Modifies CPT /ICD9 and ICD-10 Codes and extend authorizations if necessary
- Faxes pertinent information to specialist office as needed
- Notes appointment date or referral status in patients' health record using "care management or phone note"
- Responsible for updating daily referral tracking log
- Handle all incoming /outgoing calls and provides excellent customer service
- Seeks assistance of Supervisor when unable to process all referrals or follow-up's to avoid backlog and the clinical consequences of delays
- Checks emails and flags at minimum of twice daily
- Understands the organizations commitment to provide high quality patient care, promotes a patient centered environment
- Contributes the success of the organization by participating quality improvement activities
- Data entry of all new referrals into the i2i System and Centricity/EMR; documentation of all interventions to include, date, time, and follow-up

- Responsibilities are subject to change at Manager's discretion

To apply for this position, please [Click Here](#) to start the application process.

➤ **Licensed Vocational Nurse**

**Position Summary**

Under the direction of a CMO/Clinic Manager, provides care to patients in a knowledgeable, skillful, consistent, and courteous manner following established policies and protocols. The LVN contributes to the provision of quality nursing care through techniques that support and achieve positive outcomes in patient care.

**Required Skills and Qualifications:**

- Bachelor Degree – Master's Degree
- Supervisory, Teaching/Education, Process Evaluation and Creativity.
- Graduate of an accredited LVN program
- A minimum of 2 years actual work nursing experience, such as: emergency room, pediatric office, or hospital care.
- Able to travel to multiple sites within service area.
- Excellent oral and written communication skills
- Ability to function independently and as a team member
- Proficient computer skills – Word, Excel, Outlook
- Bilingual English / Spanish (Required)
- PMS – Practice Management System (Preferred)
- E.H.R– Electronic Health Records (Preferred)

**Licensure/Certification:**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Graduate of an accredited LVN program
- Valid LVN license
- Current CPR certification

**Duties and Responsibilities:**

- Scheduling
- Quality assurance
- Any disciplinary
- Supervisory/Quality control component of MAs

**Clinical Responsibilities**

- Organize getting the morning started – trouble shoot if there is a delay or snag, expedite as needed to ensure that patients are in the room by 8:30
- Triage of patients, in collaboration with lead clinician, to expedite waiting patients or overbook walk-in patients based on medical urgency

- Oversight of rapid HIV, including quality assurance and competency training for MAs
- Wound care
- Provide guidance and counseling to clinical staff to ensure efficient coverage of clinical area.
- Assist provider with minor surgery/as needed
- Supervise clinical staffing (MA, Extern) work hours to ensure efficient coverage of clinical area.
- Follow policies and procedures relating to patient flow, customer service and compliance with regulations pertaining to clinical area.
- Directly responsible for tracking, ordering, and maintain clinical supplies and minor equipment.
- Communicate with front and back office to facilitate patient flow.

**Dispensary:**

- Dispensary work-flow – dispensing and checking medications
- Refill meds/if the patient has been seen within the last 3months.
- Triage function and dispensary function

**Labs:**

- Monitors daily logs
- Ensures that calibrations are completed in a timely fashion and are done properly
- Oversight and organization of lab letters
- Oversight of Title X counselor to call Chlamydia patients within 24 hours
- Facilitate CMR for STD Reporting/Report CMR/STD to the state/keep up with the log book.
- Call patients in for treatment for STD's
- Facilitates clinicians response to critical labs by coordinating charts and calling patients as needed

**For the GR program specifically:**

- GR Assessments
- Takes vitals and reviews patient history; oversees MA to do same role
- Review of paperwork for completeness before patient leaves the clinic
- Takes responsibility for storing GR files
- Takes responsibility for making the GR patients flow smoothly from registration to the provider

**To apply for this position, please [Click Here](#) to start the application process.**

➤ **Registered Dental Assistant I**

**Position Summary**

RDA is responsible for aiding the dentist in achieving success in patient care by discussing the patient's needs and concerns. Registered Dental Assistant performs duties such as: prepare the patient for the treatment, assist the dentist in performing their treatment to the patient in restorative dentistry or oral surgery, prepare materials and equipment for treatment and have them ready for the dentist's use, take x-rays and assist the dentist in laboratory work. May perform other related work to include, but not limited to, making appointments, answer the phone, ordering supplies and doing the dental billing.

**Required Skills and Qualifications:**

- Registered Dental Assisting License

- Three years experience
- Excellent oral communication skills
- Clinical experience
- Proven multi-tasking ability
- Friendly demeanor
- Professional demeanor
- Bilingual English/Spanish (Required)
- Proficient Microsoft Office and Excel (familiarity with medical terminology).
- EHR- Electronic Health Record (Preferred)
- PMS- Practice Management System (Preferred)

**Licensure/Certification:**

Registered Dental Assisting License, OSHA Certification, CPR License, X-ray Radiation License  
 Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

**Duties and Responsibilities:**

- Actively participate in the Perfect Patient Experience by striving to keep our patients focused on optimal treatment while attending to their individual concerns, and promoting the good qualities of your doctor
- Maintain a clean, sterile and cheerful environment where our patients feel comfortable, prepare them treatment, and assist the doctors – thereby enabling them to provide efficient, quality dental treatment
- Obtain dental history and/or records from patient (review patient health history and care slips). Ensure that the health history is updated for all returning patients
- Escort patients to/from the front desk, and introduce them to the exit clerk
- Prepare tray setups for dental procedures, and maintain adequate supply levels in each operatory, replenishing as needed
- Complete x-rays for adults and Pedo (children) patients as appropriate.
- Sterilize and disinfect instruments and equipment
- Instruct patients on postoperative and general oral health care
- Prepare materials for making impressions and restorations
- Maintain an appropriate professional appearance and demeanor in accordance with Company policy
- Maintain all logs required for St. John's Dental equipment, in compliance with prescribed audit tools.
- Maintain monthly check of Emergency medical kit, Oxygen tanks and oxygen masks (adult and children)
- Maintain adequate inventory of Dental supplies
- Place orders for Dental supplies in accordance supplies
- Demonstrates oral hygiene care procedure and techniques
- Performing Prophylaxis on children and applied fluoride treatment. Hand instruments and materials to dentists, and keep patient's mouths dry and clear by using suction or other devices
- Record patient charting and all doctor notes on treatment record. Ensure the doctor signs treatment record consents and healthy history
- Act in accordance with those set forth as per the applicable State's Dental Auxiliaries
- Clean each operatory in accordance with the American Dental Association guidelines

- Maintains strict compliance with State, Federal and other regulations, (e.g., OSHS, WC, Dental Board, HIPAA, ADA, FEHA, DOL, HR policies and practices)
- Electronic Health Record (EHR) inputting prescriptions and patients chart
- Practice Management System (PMS) Registration, Scheduling and Billing
- Must be able to cope in a “fast pace” environment

To apply for this position, please [Click Here](#) to start the application process.

### ➤ Dental Assistant (All Sites)

#### **Position Summary**

To perform fundamental duties assisting a licensed dentist, perform clerical functions of a dental office; perform related work. Dental Assistant performs a variety of patient care, office and laboratory duties in dental offices. They prepare patients for treatment, assure that dental records and instruments are ready for the dentist to use, serve as the dentist assistant at chair-side and keep patients comfortable and relaxed. Dental Assistant also prepares and takes X-rays, processes films, sterilizes instruments and equipment, and instructs patients in post-treatment care.

#### **Required Skills and Qualifications:**

- High School
- DA Assistant School
- Two years experience field
- Strong charting/documentation skills.
- OJT accredited
- Bilingual English/Spanish (Required)
- Proficient Microsoft Office and Excel (familiarity with medical terminology).
- EHR- Electronic Health Record (Preferred)
- PMS- Practice Management System (Preferred)

#### **Licensure/Certification:**

- Dental Assisting School, OSHA Certification, CPR License, X-ray Radiation License
- Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

#### **Duties and Responsibilities:**

- Actively participate in the Perfect Patient Experience by striving to keep our patients focused on optimal treatment while attending to their individual concerns, and promoting the good qualities of your doctor
- Maintain a clean, sterile and cheerful environment where our patients feel comfortable, prepare them treatment, and assist the doctors – thereby enabling them to provide efficient, quality dental treatment
- Obtain dental history and/or records from patient (review patient health history and care slips)
- Ensure that the health history is updated for all returning patients
- Escort patients to/from the front desk, and introduce them to the exit clerk

- Prepare tray setups for dental procedures, and maintain adequate supply levels in each operatory, replenishing as needed
- Complete x-rays for adults and Pedo (children) patients as appropriate
- Sterilize and disinfect instruments and equipment.
- Instruct patients on postoperative and general oral health care
- Prepare materials for making impressions and restorations
- Maintain an appropriate professional appearance and demeanor in accordance with Company policy FEHA, DOL, HR policies and practices
- Maintain all logs required for St. John's Dental equipment, in compliance with prescribed audit tools.
- Maintain monthly check of Emergency medical kit, Oxygen tanks and oxygen masks (adult and children)
- Maintain adequate inventory of Dental supplies
- Place orders for Dental supplies in accordance to St. John's purchase protocols
- Demonstrates oral hygiene care procedure and techniques
- Hand instruments and materials to dentists, and keep patients' mouths dry and clear by using suction or other devices
- Record patient charting and all doctor notes on treatment record. Ensure the doctor signs treatment record consents and healthy history
- Act in accordance with those set forth as per the applicable State's Dental Auxiliaries
- Clean each operatory in accordance with the American Dental Association guidelines
- Maintains strict compliance with State, Federal and other regulations, (e.g., OSHS, WC, Dental Board, HIPAA, ADA, FEHA, DOL, HR policies and practices)
- Electronic Health Record (EHR) inputting prescriptions and patients chart
- Practice Management System (PMS) Registration, Scheduling and Billing
- Must be able to cope in a "fast pace" environment.

To apply for this position, please [Click Here](#) to start the application process.

### ➤ Registered Nurse – Clinic Dispensary

#### **Position Summary**

Work is based primarily in the clinic dispensary filling prescriptions and counseling patients on the use of their medications. RNs to act as a bridge between the patients, clinic providers, dispensary and outside pharmacies: Coordination of care involves directing prescription refills orders, prior authorizations, and referrals to clinic providers and managed care organizations. RN Provides triage to clinic patients, optimizes clinic work flow and ensure quality patient care. Provides patient education for clinic specialty care program(s) and participates in compliance programs. Specialty care programs involve the coordination of care with social workers and reporting to local, and state agencies. RN will work closely with Pharmacy Director, Clinic Manager, Medical Providers and provide leadership to Medical Assistants within the clinic. Reports to the Pharmacy Director of Chief Medical Officer (CMO).

#### **Required Skills and Qualifications:**

- Associate Degree - Bachelor Degree - Masters Degree
- Experience: 1 to 5 years minimum
- Supervisory, Teaching/Education, Process Evaluation and Creativity.

### **Licensure/Certification:**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and re-certification when requested by management.

### **Duties and Responsibilities**

- **Patient Flow:**
  - Assist in developing and performing patient triage.
  - Provide oversight of referral coordination function.
  - Perform chart audits to follow up on referrals by Diagnosis (i.ee: PAPS, diabetes).
  - Provide oversight of Programs Integration (i.e. CPSP, Title X, FamPact).
  - Develop a policy for calling patients with Lab results.
  - Coordinate Patient Lab Calls with Providers.
- **Quality Improvement:**
  - Perform Chart Reviews related to quality of care and compliance with specific programs.
  - Prepare clinic for Provider Support related audits, i.e. PPP, FamPact, 911-crash carts, etc.
  - Develop and refine disease-based protocols.
  - Develop patient flow protocols.
  - Develop and oversee Medical Assistants functions, i.e. MA procedures, protocols, data-entry requirements.
  - Oversee Encounter Form Quality – signed by MA and Provider.
  - Oversee Dispensary – PPP/FamPact.
  - Review billing Rejections and organize resolution.
- **Mentorship/Education:**
  - Provide regular MA Training on procedures, processes, data-entry, accountability and documentation.
  - Work with Clinic Managers, to develop Patient Education Programs.
  - Mentor and encourage continuing education for MA's including National Certification. provide education and training classes on additional topics identified.

**To apply for this position, please [Click Here](#) to start the application process.**

- **Receptionist Floater (Medical/Dental/Mental Health – Homeless Healthcare Services)**

### **Position Summary**

Receives and registers patients; make/cancels appointments; provides referrals to other departments or services; helps walk-in patients obtain appropriate appointments or services; facilitates patient flow; assists patients complete required documents; retrieves and files medical charts. Will provide service to; Medical, Dental and Mental Health. **Must be able to travel to different mobile unit and clinic locations requested by Director of Operations or Clinic Manager.**

### **Required Skills and Qualifications:**

- High School or GED

- Experience: (Required)
- Travel to different mobile unit and clinic locations
- Bilingual
- Proficient Microsoft Office
- EHR- Electronic Health Record (Preferred)
- PMS- Practice Management System (Preferred)
- Good organizational skills
- Experience in a multi-ethnic community setting, with knowledge of homeless healthcare and the health of residents of public housing.
- Non-judgmental, empathetic, caring individual with the ability to listen well and to demonstrate confidentiality and respect for clients of all ethnic, religious and socio-economic groups.

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

### **Duties and Responsibilities:**

- Schedule may vary, must be able to travel clinic to clinic requested by Director of Clinic Operation or Clinic Manager
- Meets and greets patients; announces, directs, and/or escorts to appropriate area.
- Answers, screens, and directs calls on multi-line phone system; takes detailed messages and/or forwards telephone calls to appropriate practitioner, voice mail, or pager
- Must be able to cope in a “fast pace” environment
- Organizes and maintains file system; files correspondence and other records.
- Orders and maintains supplies, arranges for equipment maintenance, and keeps reception area organized
- Inputs patient information and demographics into computer system
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Understand and respond to a diverse population
- Perform some repetitive motion activities
- Pull Medical/Dental/Mental Health charts
- Filing Charts, and other patients related records, documents and faxes
- Process Patient Registration
- Maintain patient flow and reduce waiting time as much as possible.
- May schedule appointments for patients and specialty care.
- May perform receptionist and/or routine clerical duties such as filling out forms, answering telephones, or filing
- Collect co-payments and/or fees and donations.
- Handles other duties as requested by the Clinical Manager
- Handles billing for Medical/Dental/Mental.
- Electronic Health Record (EHR) inputting prescriptions and patients chart
- Practice Management System (PMS) Registration, Scheduling and Billing.

- Frequent exposure to blood borne and airborne pathogens or infectious materials
- Send out records when requested by other offices
- Attends staff meeting
- Prepares and forwards outgoing mail and packages
- Refill medication requests
- Verify Patient's residency and eligibility

To apply for this position, please [Click Here](#) to start the application process.

### ➤ **Medical Assistant I – Floater (Homeless Healthcare Services)**

#### **Position Summary**

Provides assistance with various healthcare services, following established policies and protocols including but not limited to obtaining specimens, conducting routine lab studies, and assisting with administrative functions. Perform administrative and certain clinical duties under the direction of physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician. Assists in examination and treatment of patients under direction of Provider by performing the follow duties. Must be able to travel to different mobile unit and clinic locations requested by Director of Operations or Clinic Manager.

#### **Required Skills and Qualifications:**

- MA Medical Assistant Certificate
- Two years' experience field
- Travel to different mobile unit and clinic locations
- Bilingual English/Spanish (Required)
- Knowledge of medical terminology
- Strong charting/documentation skills
- Experience in a multi-ethnic community setting, with knowledge of homeless healthcare and the health of residents of public housing
- Non-judgmental, empathetic, caring individual with the ability to listen well and to demonstrate confidentiality and respect for clients of all ethnic, religious and socio-economic groups.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Able to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
- Demonstrated competence in reacting to and handling emergencies
- Proficient Microsoft Office
- EHR- Electronic Health Record (Preferred)
- PMS- Practice Management System (Preferred)

#### **Licensure/Certification:**

- CPR, BCLS, OSHA, Phlebotomy, First Aid

- Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

**Duties and Responsibilities:**

- Interviews patients, take vital signs (such as pulse rate, temperature, blood pressure, weight and height) and records information
- Prepares treatment rooms for examination of patients
- Drapes patients with covering and positions instruments and equipment
- Hand instruments and materials to medical provider as directed
- Cleans and sterilizes instruments
- Operates X rays, electrocardiograph (EKG), and other equipment to administer routine diagnostic test or calls medical facility or department to schedule patients for tests
- Gives injections or treatments, and performs routine laboratory tests
- Keys data into computer to maintain office and patient records as necessary (Misys, LINK).
- Keeps exam and treatment rooms clean, well stocked
- Set up equipments in exam rooms
- Performs hearing screening, plotting growth parameters
- Advises patients concerning preparation for tests
- Documents administration of immunizations and medications in chart
- Administers immunization injections/treatments (must be done only with licensed provider on premises)
- Calls patients to provide normal and abnormal lab results
- Keep logs: lead, medications, record refrigerator temperature and zero scales daily and abnormal TB results
- Calibrates lab machines as needed and urine machines monthly
- Helps with translation for providers
- Willing to travel between clinic sites
- Knowledge in vaccination pediatrics
- Adheres to dress codes and appearance when dealing with patients
- Uses professional and positive telephone techniques
- Proficient in English and Spanish in order to communicate with patient requests
- May perform receptionist and/or routine clerical duties such as filling out forms, answering telephones or filing
- Electronic Health Record (EHR) inputting prescriptions and patients chart
- Practice Management System (PMS) Registration, Scheduling and Billing
- May help file back medical charts
- Maintains patient flow to reduce waiting time
- Performs lab proficiency testing, run in-house lab tests, prepare outside lab specimens, check lab orders and bills for accuracy
- Participates in MA review of charts
- Send out Medical Records when requested by other offices
- Attends staff meetings
- Inventories and orders medical supplies and materials
- Notifies clinic manager when supplies need to be ordered when vaccines or medications are out

- Serve as advocate for Indigent Program organizing forms for providers, instructing patients, helping patients
- Complete forms and serving as liaison with drug companies
- Other duties as requested by Supervisor.

To apply for this position, please [Click Here](#) to start the application process.

### ➤ Community Health Promotor

#### **Job Summary**

The Right to Health Organizer is responsible for building a base of residents committed to organizing in their community in order to improve access to health care. As a result of St. John's Well Child & Family Center's collaborative approach, the work involves partnerships with multiple community-based organizations as well as organized labor and government agencies.

#### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Coordinate and conduct campaign outreach and recruitment through activities such as door-knocking, surveying, and house visits
- Conduct special events along with partners through activities such as one-on-one engagement, coalition meetings, conference calls, and individual communication in order to achieve a collective goal while maintaining the core values of the organization
- Identify and develop leaders in the community. Develop and retain relationships and grow their commitment to campaigns and outreach efforts
- Organize, facilitate, and/or supervise Right to Health Committee meetings
- Organize, facilitate, and/or supervise grassroots campaign meetings
- Organize and supervise community delegations to key decision-makers and public forums
- Staff organizing meetings and clinics as needed
- Develop materials to aid in organizing, utilizing a variety of resources while maintaining St. John's external messaging/branding
- Help maintain contact and referral database
- Maintain records on all campaigns
- Learn, develop, and implement organizing and political strategies with team
- Track organizing activities and their results, preparing scheduled and ad-hoc reports as business needs dictate
- Coordinate utilization of volunteers
- Conduct crowdsourcing efforts
- Organize and/or attend meetings, trainings, and other work-related events as needed
- Create weekly reports, weekly calendars, event reports, meeting reports, and other types of tracking tools such as phone trees and databases which serve the organization
- Evening and/or weekend hours may be required to ensure the fulfillment of all duties and responsibilities
- Other duties may be assigned or may be modified as business needs dictate

### **Supervisory Responsibilities**

This position has no supervisory responsibilities but may be asked to oversee volunteers.

### **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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High School Diploma or equivalent
- Minimum two years of experience in community organizing or health outreach and education
- Experience with campaign organizing and leadership development around issues of social justice, health care access, and/or marginalized communities. Los Angeles-based experience preferred
- Knowledge of group dynamics and community organizing techniques
- Knowledge of and experience in executing social media strategy
- Experience working independently and as part of a collective
- Bilingual English/Spanish (read, write, speak) strongly preferred.

**Licensure/Certification:** Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

- None

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Must possess ability to research and frame complex issues for communication to non-technical audiences. Ability to gain trust of, motivate, and spark an interest among patient base and local residents. Bilingual English/Spanish (read, write, speak) preferred. Must be able to relate well to people from diverse backgrounds and perspectives.

### **Reasoning Ability**

Ability to define problems collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to exercise sound judgement and creativity in support of specific strategies and St. John's Well Child & Family Center's brand.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of MS Outlook, MS Excel, MS Word, and Internet software. Experience utilizing social media platforms required.

**To apply for this position, please [Click Here](#) to start the application process.**

## ➤ Right to Health Trans Advocate

### **Job Summary**

The Patient Advocate – Right to Health Trans\* is under the general administrative direction of the Director of Community Health Initiatives and the Transgender Health Program Coordinator, will be responsible for advocacy, outreach and promotion of the Transgender Health Program deliverables and community engagement activities.

This position is grant funded. The grant is scheduled to expire on November 14, 2017. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Represent agency on relevant coalitions/collaboratives (e.g. Transgender Service Provider Network)
- Represent agency at key events related to the Transgender Health Program (THP)
- Oversee and coordinate Transgender Health Advisory Board meetings, activities, and membership
- Foster and lead patient advocacy efforts within the Transgender Right to Health Committee
- Oversee Name and Gender Change clinic and assist patients with necessary paperwork to obtain documentation appropriate to their gender identity, as needed
- Accompanies transgender individuals to courts for legal name change
- Establish and develop working relationships with clients
- Initiate and conduct outreach to the target population using telephone, mail, email, social media and visits in the community
- Develop and maintain relationships with patients accessing services through the THP and assist with addressing any patient concerns, as needed
- Provide comprehensive education and information through street outreach, health fairs, community events, and any other appropriate activity as directed by the Program Coordinator
- Assist in the development of education/promotional materials for this program
- Attend regularly scheduled meetings and maintain communication with team coordinator and other staff members
- Assist in production of required weekly/monthly/quarterly data collection reports
- Maintain outreach activity calendar/log (i.e., location, length of outreach event, encounters per event)
- Cross-train to support the program during another THP employee's absence, or to provide assistance
- Engage community members/residents for program related activities
- Assist with program evaluations and updates to program and services;
- Consult with program staff to identify program needs, supports and resources
- Attend appropriate community resource meetings and trainings as assigned
- Participate in community/public task forces/meetings as necessary
- Work in collaboration with other departments where necessary
- Evening and/or weekend hours may be required to ensure the fulfillment of all duties and responsibilities
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience:**

- High school diploma or GED required; Bachelor degree in related field (human services, health services, or similar field) preferred
- Two years' professional experience working in social service or health programs
- Two years' professional experience with advocacy and policy change initiatives
- Experience working with transgender people and familiarity with the target population highly desired
- With respect to Southern California and Los Angeles County, in particular, knowledge of transgender community and social centers, health education principles and behavior, people of color, and community resources
- Experience with and knowledge of multi-ethnic and underserved communities
- Outstanding organizational and research skills including internet-based
- Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, immigration statuses, HIV status, and physical abilities in a multicultural environment.

**Licensure/Certification** - Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Valid CA Driver's License and car required for travel to different clinic sites and community events

### **Language Skills:**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) required.

### **Reasoning Ability:**

Ability to define problems, collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software. Working knowledge of other word processing, database, and presentation software is acceptable. Proficiency with social media/social networking sites desired.

To apply for this position, please [Click Here](#) to start the application process.

➤ **Case Manager Trans Empower**

**Job Summary**

Responsible for implementing the Trans\*Empower intervention. Works with a case load of transgender individuals enrolled in the *Trans\*Empower* project to assist them in achieving their education and/or employment goals; conduct individual comprehensive assessments and develop a plan with goals and steps to complete goal(s); provide skills and resources to help achieve clients' goals; link with medical, social, educational and other services as needed. Coordinates the *Trans\*Empower* Hub.

St. John's will provide HIV prevention services with a focus on economic security for transgender individuals in South L.A. through its Trans\*Empower case management program. St. John's will recruit and train a case manager, establish client intake and referral processes, develop relationships with a minimum of 15 trans-friendly organizations in and around South L.A. and establish their commitment to hire transgender individuals (MOUs), establish mentors in the community for shadowing, plan Trans\*Empower Hub activities, update outreach materials, and conduct in-reach and community-based outreach.

This position is grant funded. The grant is scheduled to expire on June 30, 2017. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

**Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Conducts intakes and assessments and develops individual plans that include goals, objectives, and actions to achieve goals using a strengths-based approach
- Administers and interprets all screening tools
- Support clients in empowerment strategies
- Links clients to resources and services in the community.
- Establishes relationships with transgender-friendly businesses and will secure their commitment to hire transgender individuals
- Cross-train to support the program during another THP employee's absence, or to provide assistance
- Represent St. John's Transgender Health Program in outreach activities when assigned
- Organizes activities and trainings as part of the *Trans\*Empower* Hub
- Maintains accurate record keeping, client tracking, data collection to submit when requested.
- Submit monthly reports in the provided template no later than the 6<sup>th</sup> of each month to the Associate Director of Programs and Grant Management
- Fosters team environment in advocate role while providing social services support
- Coordinates services and advocacy with contact to community resources.
- Attend meetings, trainings, and other work-related events as needed
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience:**

- High school diploma or GED required; Bachelor degree in related field preferred
- Three years' experience in social service setting providing targeted care management to multi-ethnic communities, with knowledge of, experience with transgender individuals. Knowledgeable with the provision of education and job training and building skills
- Experience working in underserved communities such as undocumented workers, unaccompanied minors, LGBT populations, communities of color, youth/adolescents, and those experiencing homelessness, substance abuse, and/or mental illness
- EHR- Electronic Health Record (Preferred)
- Bilingual English/Spanish required (read, write, speak)

**Licensure/Certification** - Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) required.

### **Reasoning Ability**

Ability to define problems, collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software.

**To apply for this position, please [Click Here](#) to start the application process.**

## ➤ Patient Advocate - THP

### **Job Summary**

The Patient Advocate – Transgender Health Program is responsible for patient advocacy and promotion of the Transgender Health Program. This is demonstrated through working with insurance carriers and Medi-Cal programs to ensure Prior Authorization and Treatment Authorization Requests are filled, working with the Oral Health department to link transgender patients to dentistry appointments, and assistance in creating promotional materials for use in mediums including, but not limited to, social media, email, and outreach events.

This position is partially grant funded. The grant is scheduled to expire on March 30, 2018. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Oversee and complete prior and treatment authorization requests
- Oversee and complete Oral Health objectives and schedule appointments for transgender patients
- Establish and develop working relationships with clients
- Initiate and conduct outreach to the target population using telephone, mail, email, and social media
- Assist in the development of educational/promotional materials of the Transgender Health Program
- Cross-train to support the program during another THP employee's absence, or to provide assistance
- Attend regularly-scheduled and impromptu meetings and maintain communication with program team members and supervisor
- Assist in the production of required weekly, monthly, and/or quarterly data collection reports
- Assist with program evaluations and updates to assigned program and services
- Work in collaboration with other departments when required
- Attend meetings, trainings, and other work-related events as needed
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience:**

- High school diploma or GED required; Bachelor degree in related field preferred
- Outstanding organizational and research skills, including internet-based
- Two years' related experience within human services and/or public health

- Experience working in underserved communities such as undocumented workers, unaccompanied minors, LGBT populations, communities of color, youth/adolescents, and those experiencing homelessness, substance abuse, and/or mental illness
- Bilingual English/Spanish preferred (read, write, speak)

**Licensure/Certification** - Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- None noted

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) preferred.

### **Reasoning Ability**

Ability to define problems collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software. Proficiency with social media/social networking sites desired.

**To apply for this position, please [Click Here](#) to start the application process.**

## **➤ Victim Advocate – THP**

### **Job Summary**

The Victim Advocate is responsible for working with an annual caseload of fifty primary and secondary transgender victims of crime to help determine their needs in support of stabilizing their lives after a crime. The incumbent understands and helps the victim to navigate the criminal justice system. The incumbent is also responsible for ensuring a measure of safety and security through trauma-informed, culturally-sensitive crisis intervention, counseling, criminal justice support, and advocacy.

### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

### **Project**

Under the oversight of a Licensed Clinical Social Worker (LCSW), provide emergency psychological care to assist individuals in a crisis situations.

- Conduct an in-depth interview to gather information from the client

- Assist and support the client in filing a police report (if not already done), and provide or arrange for
- accompaniment and advocacy when filing the report at the local police station, if needed
- Assist clients with creating safety plans, including coordinating care and safety planning with community resources, the District Attorney (D.A.) Victim Services Advocates, and law enforcement
- Assist clients with navigating the criminal justice system, including seeking crime victim compensation benefits
- Provide short- or long-term, non-clinical crisis counseling under the oversight of an LCSW (licensed practitioner) to periodically assess client's safety, risk, and wellbeing, and promote their psychological well-being in the aftermath of the event
- Assist clients in completing the paperwork necessary in to obtain a Victim of Crime (VOC) number and coordinate crime-related emergency needs such as crime-related medical care, help clients obtain rape kits, and if the client is a sexual assault survivor, coordinate with law enforcement agents/detectives for safety planning and filing for restraining orders
- Help clients to navigate and understand the complex criminal justice system and legal language;
- Connect and link to appropriate resources such as emergency domestic violence or homeless shelters;
- Advise clients of restraining orders or injunction orders (if indicated) and coach clients through the process of filing
- Prepare clients for realistic expectations of court, help client anticipate the emotional ups and downs of having to possibly face the perpetrator/s in court, and the possibility of having to testify in court and be subject to cross examination;
- Assist clients who are experiencing high levels of trauma and anxiety to make difficult decisions within limited periods of time
- Help clients access on-site emergency funding for client safety, if needed;
- Conduct outreach and in-reach by distributing flyers and engaging in conversation with transgender service providers, transgender patients and clients to identify transgender victims and inform them of their rights
- Communicate with the clients to ensure the victim is kept apprised of the status of their case throughout the process.
- Support the client through the life of their case.

### **Administrative**

- Maintain client files, records, appointments, services, follow-ups, and assessments
- Track client data, assist with data collection and reports
- Administer and interpret all screening tools
- Participate in continuing education and development, such as trauma counseling and cultural competence
- Travel, as needed, locally and within the state of California
- Attend staff meetings and open discussion forums
- Assist project staff in conducting cultural competency training for St. John's staff
- Liaise with the Los Angeles District Attorney's Office Bureau of Victim Services, Cal OES-funded DVA programs 1736 Family Crisis Center, and Center for the Pacific Asian Family, Cal OES RCP programs Center for the Pacific Asian Family, YWCA Greater Los Angeles, East L.A. Women's Center, St. Francis Medical Center, and other community resource providers
- Participate in local or state coalitions, associations, and advocacy groups relevant to this project (e.g. deal with violent crime and/or transgender issues) such as the L.A. County Statewide Refugee Forum, the L.A. Asylum Collaborative, and the L.A. Trauma Informed Task Force

- Work in collaboration with other departments when required
- Create, edit, and reproduce outreach materials
- Other duties may be assigned or may be modified as business needs dictate

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High school diploma required; Bachelor degree preferred
- Two years' experience in a social service setting providing case management to multi-ethnic communities, with knowledge of and experience with transgender persons
- Bilingual English/Spanish required (read, write, speak).

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Upon hire, Victim Advocates will be required to attain Victim Advocate certification via a mandatory 40-hour entry-level victim/witness training in Sacramento; and
- Valid CA Driver's License and car required for travel to different clinic sites, assignments, and community events

### **Other**

Ability to travel locally and within the state of California, at times with minimal notice.

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) required.

### **Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software. Electronic Health Records (EHR) knowledge preferred.

To apply for this position, please [Click Here](#) to start the application process

➤ **Victim Advocate Unaccompanied Minors**

**Job Summary**

The Victim Advocate is responsible for working with an annual caseload of fifty primary and secondary unaccompanied immigrant minors (UAM) victims of crime to help determine their needs in support of stabilizing their lives after a crime. The incumbent understands and helps the victim to navigate the criminal justice system. The incumbent is also responsible for ensuring a measure of safety and security through trauma-informed, culturally-sensitive crisis intervention, counseling, criminal justice support, and advocacy.

This position is grant funded. The grant is scheduled to expire on 3/31/2018. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

**Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Under the oversight of a Licensed Clinical Social Worker (LCSW), provide emergency psychological care to assist UAM in a crisis situations
- Conduct an in-depth interview to gather information from the client
- Assist and support the client in filing a police report (if not already done), and provide or arrange for accompaniment and advocacy when filing the report at the local police station, if needed
- Assist clients with creating safety plans, including coordinating care and safety planning with community resources, the District Attorney (D.A.) Victim Services Advocates, and law enforcement
- Assist clients with navigating the criminal justice system, including seeking crime victim compensation benefits
- Provide short- or long-term, non-clinical crisis counseling under the oversight of an LCSW (licensed practitioner) to periodically assess client's safety, risk, and wellbeing, and promote their psychological well-being in the aftermath of the event
- Assist clients in completing the paperwork necessary in to obtain a Victim of Crime (VOC) number and coordinate crime-related emergency needs such as crime-related medical care, help clients obtain rape kits, and if the client is a sexual assault survivor, coordinate with law enforcement agents/detectives for safety planning and filing for restraining orders
- Help clients to navigate and understand the complex criminal justice system and legal language
- Connect and link to appropriate resources such as emergency domestic violence or homeless shelters
- Advise clients of restraining orders or injunction orders (if indicated) and coach clients through the process of filing
- Prepare clients for realistic expectations of court, help client anticipate the emotional ups and downs of having to possibly face the perpetrator/s in court, and the possibility of having to testify in court and be subject to cross examination

- Assist clients who are experiencing high levels of trauma and anxiety to make difficult decisions within limited periods of time
- Help clients access on-site emergency funding for client safety, if needed
- Conduct outreach and in-reach by distributing flyers and engaging in conversation with local service providers, schools, clients, and their caregivers to identify transgender victims and inform them of their rights
- Communicate with the clients to ensure the victim is kept apprised of the status of their case throughout the process
- Support the client through the life of their case

### **Administrative:**

- Maintain client files, records, appointments, services, follow-ups, and assessments
- Track client data, assist with data collection and reports
- Administer and interpret all screening tools
- Participate in continuing education and development, such as trauma counseling and cultural competence
- Travel, as needed, locally and within the state of California
- Attend staff meetings and open discussion forums
- Assist project staff in conducting cultural competency training for St. John's staff
- Liaise with the Los Angeles District Attorney's Office Bureau of Victim Services, Cal OES-funded DVA programs 1736 Family Crisis Center, and Center for the Pacific Asian Family, Cal OES RCP programs Center for the Pacific Asian Family, YWCA Greater Los Angeles, East L.A. Women's Center, St. Francis Medical Center, and other community resource providers
- Participate in local or state coalitions, associations, and advocacy groups relevant to this project (e.g. deal with violent crime and/or immigration issues) such as the L.A. County Statewide Refugee Forum, the L.A. Asylum Collaborative, and the L.A. Trauma Informed Task Force
- Work in collaboration with other departments when required
- Create, edit, and reproduce outreach materials
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

High school diploma required; Bachelor degree preferred  
Two years' experience in a social service setting providing case management to multi-ethnic communities, with knowledge of and experience with unaccompanied minors; and  
Bilingual English/Spanish required (read, write, speak).

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

Upon hire, Victim Advocates will be required to attain Victim Advocate certification via a mandatory 40-hour entry-level victim/witness training in Sacramento; and  
Valid CA Driver's License and car required for travel to different clinic sites, assignments, and community events

**To apply for this position, please [Click Here](#) to start the application process.**

### ➤ Interventionist

#### **Job Summary**

Under the administrative supervision of the Transgender Health Program Manager and clinical supervision of the LCSW Supervisor this position is responsible for recruitment and implementation of Individual Level Support Services, Group Level EBP (Seeking Safety) as well as peer recovery support services that target transgender women enrolled in medical services. All services will be based upon integrated screening for HIV, co-occurring disorders and trauma (including IPV). This position is also responsible for obtaining consent, provision of appropriate referrals, data collection and data entry, as well as responsible for participating in internal program and division meeting and trainings.

This position is grant funded. The grant is scheduled to expire on September 29, 2019. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

#### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Conducts and facilitates Seeking Safety with Psychotherapist II and Peer Leader
- Provides individual level HIV/STI education and skill building sessions to trans women and their partners at risk for HIV. Sessions include personalized health risk assessments, education about HIV/STI risk reduction strategies (including biomedical approaches), and interventions focused on supporting trans women develop life skills
- Participates in the planning and implementation of alcohol- and drug-free events designed to increase community and provide social support
- Participates in multi-disciplinary case conferences, and relevant trainings, as required.
- Maintains notes/charts and submits required data needed for semi-annual reporting.
- Responsible for providing mentorship to Peer Leader
- Participates in inter-agency networking meetings to inform other staff of the services offered and to learn about complimentary services available in the community.
- Maintains competence and professional development. Maintains license, certification or registration as required
- Demonstrates behaviors that support performance improvement activities
- Attend meetings, trainings, and other work-related events as needed
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience:**

- High school diploma or GED required; Bachelor degree in related field preferred
- Two years' experience in case management OR one year experience providing health education to transgender individuals
- Bilingual English/Spanish preferred (read, write, speak)
- Transgender individuals strongly encouraged to apply

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

- Current State or County Certification as HIV pre- and post-test counselor strongly preferred
- Valid CA Driver's License, valid auto insurance, and car preferred

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) preferred.

### **Reasoning Ability**

Ability to define problems, collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately. Excellent oral communication skills required. Ability to work with multidisciplinary team.

### **Computer Skills**

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software.

**To apply for this position, please [Click Here](#) to start the application process.**

### **➤ [HIV Case Manager](#)**

### **Job Summary**

Under the administrative supervision of the Transgender Health Program Manager and clinical supervision of the LCSW Supervisor, the HIV Case Manager will provide intensive case management

services for transgender women living with, or at risk of HIV and/or substance use disorder. The HIV Case Manager will provide health education and promotion for PrEP and n-PEP services as needed. This position is grant funded. The grant is scheduled to expire on 9/29/2019. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

### **Essential Duties and Responsibilities:**

- Conducts intakes and assessments to identify needs and care plan.
- One-on-one health care assessment and education.
- Coordinate all aspects of care; transportation, referral and scheduling.
- Linking patients to resources in the community.
- Care plan development including goals, objectives and actions to resolve barriers and access to services.
- Maintain client's files, records, appointments, services, follow-ups and assessments.
- Maintain regular contact with assigned clients; phone calls, conferences and home visits.
- Maintain accurate record keeping, client tracking, data collection and monthly reports.
- Administers and interprets all screening tools.
- Continuing education and development and willing to grow and keep up with skills development needs.
- Attend regularly-scheduled and impromptu meetings and maintain communication with program team members and supervisor;
- Assist in the production of required weekly, monthly, and/or quarterly data collection reports;
- Assist with program evaluations and updates to assigned program and services;
- Attend appropriate community resource meetings and trainings, as assigned;
- Work in collaboration with other departments when required; and
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High school diploma or GED required; Bachelor degree in Social Services or related field strongly preferred
- Two years' related experience within human services and/or public health
- Working knowledge of HIV/HCV and transgender issues
- Experience working in underserved communities such as undocumented workers, unaccompanied minors, LGBT populations, communities of color, youth/adolescents, and those experiencing homelessness, substance abuse, and/or mental illness, and those living with HIV
- Bilingual English/Spanish preferred (read, write, speak)
- Transgender individuals strongly encouraged to apply

### **Licensure/Certification**

Employees are responsible for maintaining individual certification as required by the job function or by law and provide verification and recertification when requested by management.

- Valid CA Driver's License and car required for travel to different clinic sites and community events

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) preferred.

### **Reasoning Ability**

Ability to define problems, collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software.

**To apply for this position, please [Click Here](#) to start the application process.**

## **➤ Intake Coordinator**

### **Job Summary**

Under the supervision of the Transgender Health Program Manager, the Intake Coordinator is responsible for conducting required screenings as part of the regular course of general care, conducting a service needs assessment, and linking the target population, transgender women of color, to the appropriate services, including a warm handoff to the behavioral health department for appointments. This position will also conduct HIV rapid tests and viral hepatitis rapid screening, and provide health education and promotion for PrEP and PEP services as needed.

This position is grant funded. The grant is scheduled to expire on 9/29/2019. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Conducts intakes and assessments
- Administers behavioral care assessments and education

- Refers clients to behavioral health if needed
- Establish and develop working relationships with clients;
- Attend regularly-scheduled and impromptu meetings and maintain communication with care team members, Interventionist and supervisor;
- Provide and/or coordinate appropriate referrals and linkages to services.
- Maintain outreach and linkage logs according to program standards;
- Educate patients from communities with high rates of undiagnosed HIV/HCV and STIs to receive HIV and HCV rapid tests, other STI screening tests, PrEP, PEP, and other prevention services.
- Conduct HIV and HCV rapid tests, including post-test counseling
- Maintains accurate record keeping, client tracking, data collection and monthly reports.
- Organize and maintain complete accurate records and file reports in a timely manner
- Work in collaboration with other departments when required;
- Provide health education to clients including topics such as retention in HIV care, adherence to medications, HIV, STIs, substance use;
- Attend meetings, trainings, and other work-related events as needed;
- Attend appropriate community resource meetings and trainings, as assigned; and
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience:**

- High school diploma or GED required, Bachelors degree preferred
- Strong knowledge of HIV/HCV
- Strong knowledge of transgender issues
- Experience working with LGBT populations, communities of color, those experiencing homelessness, substance abuse, and/or mental illness, individuals living with HIV
- Bilingual English/Spanish preferred (read, write, speak)
- Transgender individuals strongly encouraged to apply

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

- Current State or County Certification as HIV Test Counselor required
- Valid CA Driver's License, valid auto insurance, and car and recommended for travel to different clinic sites and community events

### **Language Skills**

Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) required.

### **Reasoning Ability**

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have basic knowledge of MS Outlook, MS Excel, MS Word, and Internet software.

**To apply for this position, please [Click Here](#) to start the application process**

### **➤ Peer Leader Part-Time**

#### **Job Summary**

Under the administrative supervision of the Transgender Health Program Manager and clinical supervision of the LCSW Supervisor, the Peer Leader is responsible for supporting the Interventionist in recruiting and implementing Individual Level Support Services, Group Level EBP (Seeking Safety). This is a part-time (20 hours per week) position that is responsible for outreach and providing health education and peer recovery support services that target transgender women enrolled in medical services.

This position is grant funded. The grant is scheduled to expire on 9/29/2019. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

#### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Initiate outreach to transgender women of color using telephone, mail, community visits, and other approved avenues of engagement;
- Work with Interventionist to develop and implement Peer Recovery Support Services
- Establish and develop working relationships with clients;
- Accompany clients to medical or other service appointments.
- Assist clients in obtaining access to health care and other services.
- Work as part of the multidisciplinary care team to identify and follow-up with clients who do not return to the clinic for appointments, testing and results, and medication refills.
- Attend regularly-scheduled and impromptu meetings and maintain communication with care team members, Interventionist and supervisor;
- Provide and/or coordinate appropriate referrals and linkages to services.
- Maintain outreach and linkage logs according to program standards;
- Attend meetings, trainings, and other work-related events as needed; and
- Attend appropriate community resource meetings and trainings, as assigned;
- Work in collaboration with other departments when required;
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High school diploma or GED preferred
- Knowledge of, or willingness to learn about, HIV, HCV, and/or public health;
- Knowledge of LGBT populations, communities of color, those experiencing homelessness, substance abuse, and/or mental illness, individuals living with HIV
- Bilingual English/Spanish preferred (read, write, speak)
- Transgender women of color and/or individuals living with HIV strongly encouraged to apply

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

### **Language Skills**

Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) preferred.

### **Reasoning Ability**

Ability to define problems collect data, establish facts and draw valid conclusions. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have basic knowledge of MS Outlook, MS Excel, MS Word, and Internet software.

**To apply for this position, please [Click Here](#) to start the application process**

### **➤ Care Coordinator**

### **Position Summary**

The South Los Angeles Child Welfare Initiative (SLACWI) is a collaborative of 7 organizations implementing cross-agency care coordination for children 0-5 years residing in SPA 6, with special emphasis on kinship caregiver families and pregnant and parenting teens. SLACWI's mission is to improve developmental outcomes for children 0-5 years and to reduce their risk of involvement with the child welfare system. SLACWI is framed by a public health approach that supports a comprehensive early childhood system of care anchored in a patient-centered medical home. The goal is to offer a

continuum of services and supports for children and families, including intensive services and supports to the families with the greatest need. Our partner agencies include: Alliance for Children's Rights, Beyond Shelter, Children's Institute, Inc., Community Coalition, Institute for Maximum Human Potential, Para Los Niños, and St. John's Well Child & Family Center.

### **Required Skills and Qualifications:**

- High School/Equivalent Required; Degree Preferred
- At least two years prior case coordinator/management experience
- Database management knowledge and experience desired
- Bilingual English/Spanish (Required)
- Proficient Microsoft Office and Excel (familiarity with medical terminology).
- Self Motivated to work independently and with the team
- Initiative and excellent organization skills
- Ability to work with diverse groups
- Ability to communicate clearly and professionally
- Ability to meet deadlines

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management.

### **Duties and Responsibilities**

The SLACWI Care Coordinator will be responsible for all aspects of SLACWI family care coordination for St. John's Well Child & Family Center, including (but not limited to):

- Referral Management – Manage all SJWCFC/SLACWI outgoing and incoming referrals; Provide referral updates to Providers via Centricity as requested; Run end-of-month reports capturing referral activity and client data, and maintain electronic and hard copy files
- Increase access to application assistance, enrollment into, and retention in the CalFresh and Earned Income Tax Credit (EITC) benefit programs for St. John's patients by working closely with patients and their families to complete and submit applications, provide information on choices for healthy food purchases, retain benefits, and link patients to St. John's Nutritionist
- Client Communications – Contact all SJWCFC/SLACWI families to review service requests, link to services, and obtain status reports/client outcomes
- Database Management – Manage SLACWI Master Client and Service Delivery Spreadsheet, as well as end-of-month Partner Agency Referral Activity Spreadsheets
- Case Conference – Develop client care plans when appropriate; Participate in monthly Case Conference meetings and other scheduled partner meetings as needed
- Caregiver Peer Support Group – Oversee all activities relating to the SLACWI Caregiver & Pregnant/Parenting Teen Peer Support Groups at SJWCFC, including outreach to participants, logistics, and group shadowing
- Evaluation – Support Project Director in data collection and evaluation planning; and
- Support the Project Director with other aspects of the Initiative when appropriate.

**To apply for this position, please [Click Here](#) to start the application process.**

## ➤ Biomedical Prevention Navigator

### **Job Summary**

The Biomedical Prevention (BP) Coordinator assists the Biomedical Prevention Coordinator in all activities pertaining to the Biomedical Prevention Grant. The BP Navigator would be responsible for outreaching to communities, promoting the program, and providing health education regarding HIV and STI prevention to patients.

### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Provide PrEP, PEP, STI and other risk-reduction education to patients at risk for HIV
- Provide medication adherence education
- Act as point of contact for patients seeking HIV prevention services, including, but not limited to biomedical options
- Act as main point of contact for patients seeking to make initial appointments for HIV prevention services
- Link patients in BP program to primary medical care
- Act as liaison between HIV Specialist and patients
- Work with interdisciplinary team to provide comprehensive care to people at risk for HIV/AIDS
- Provide follow up calls and appointment reminders for patients with HIV prevention medical visits
- Coordinate medication refill assistance, including, but not limited to, patient assistance program applications, liaise between patient and specialty pharmacies, contact HIV specialist for patient medication refills, etc.
- Screen patients for appropriate benefits and refer to benefits counselor if necessary;
- Provide HIV prevention education to patients in need of psychosocial and/or socio-economic support
- Conduct basic needs assessment
- Conduct referrals as needed based on the assessment in program intake
- Assess and reassess patients' medical adherence and determine patient's need for biomedical interventions
- Discuss other HIV prevention options
- Conduct presentations and trainings to staff, patients, and community members in a variety of settings
- Attend professional conferences and summits
- Identify and participate in outreach events
- Represent SJWCFC in community planning groups
- Attend meetings, trainings, and other work-related events as needed
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/

or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High school diploma or GED required; Bachelor degree in Social Work, Public Health, or related field preferred
- Prior experience working as a teacher, health educator and/or community health worker/promoter, case manager, patient advocate, or related position
- Experience and knowledge of working in underserved communities such as LGBT populations, communities of color, youth/adolescents, and those experiencing homelessness, substance abuse, and/or mental illness
- Sound knowledge of sexual and reproductive health topics (including anatomy, HIV/AIDS, STI's, contraception, and risk reduction)
- Knowledge of current best practices and standards of care as it relates to HIV/AIDS prevention and treatment
- Knowledge of resources and services for people living with HIV/AIDS in Los Angeles County and South LA
- Computer literate
- Two years of experience in a management or leadership role preferred and
- Bilingual – written and speech (Spanish/English) preferred

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Valid CA Driver's License and car required for travel to different clinic sites and community events

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) preferred.

### **Reasoning Ability**

Ability to define problems collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software.

**To apply for this position, please [Click Here](#) to start the application process.**

## ➤ Care Manager – Healthy Tomorrows

### **Job Summary**

The Care Manager (CM) provides individually-tailored medical care management and coordination for perinatal patients with complex medical needs as well as linkage of their newborns to a pediatric provider. Activities include: outreach and education in order to inform the target population; stratification and enrollment of prenatal patients in the program according to their medical risk; intensive care management and education provided by the CM; patient and newborn linked to a medical home for follow up care post-delivery.

This position is grant funded. The grant is scheduled to expire on 2/28/2018. The grant may or may not be funded again after that date. Your employment beyond the grant expiration date is not guaranteed. Should the grant not be funded, you are eligible and encouraged to apply for another position within the agency.

### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Evaluate and triage high-risk and complex prenatal patients referred to the Healthy Tomorrows program;
- Follow up with patients to propose patient participation in medical care management and enroll patients accordingly
- Create medical care plans in consultation with the obstetrician and primary care physician, tailored to the needs of each participating patient. All care management includes guidance regarding prenatal nutrition, substance abuse, mental health issues and treatment options, and promotion of breastfeeding;
- Promote linkages to necessary services and retention in prenatal care throughout a patient's pregnancy through bi-weekly outreach to each participating patient;
- Refer patients to necessary support services, mental health, substance abuse, domestic violence assistance, insurance enrollment assistance, shelter and food assistance;
- Provide care management for prenatal patients up until the time of delivery, and linking the post-partum mothers and babies back to a medical home at St. John's for follow-up;
- Ensure appropriate patient health records are available for St. Francis staff at the time of delivery, as well as recover the delivery reports and documentation of services and medical treatment provided in the hospital to inform clinic-based care;
- Work with St. Francis Hospital staff to connect all mothers who received prenatal care at St. John's (regardless of care management participation) back to care post-partum at St. John's;
- Work with St. John's pediatricians to provide the appropriate health records and information necessary to ensure the highest quality early childhood care for infants of mothers who received care management. Refer post-partum mothers to family planning services as appropriate;
- Attend meetings, trainings, and other work-related events as needed
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High school diploma or GED required
- Certified Medical Assistant; Licensed Vocational Nurse preferred
- Two years' experience in community health or maternal and child health nursing
- Bilingual English/Spanish required (read, write, speak)

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Medical Assistant Certification or LVN license

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) required.

### **Reasoning Ability**

Ability to define problems collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

### **Computer Skills**

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software. Experience with Electronic Health Records (EHR) is required.

To apply for this position, please [Click Here](#) to start the application process.

## ➤ **Comprehensive Perinatal Health Worker**

### **Job Summary**

The Comprehensive Perinatal Health Worker (CPHW) provides patients with ongoing prenatal care coordination including client orientation, assessment, care plan development, health education, and referrals from a multidisciplinary team.

### **Essential Duties and Responsibilities**

Performs a combination, but not necessarily all, of the following duties:

- Coordinate prenatal care for all patients in St. John's Prenatal Program
- Provide patient-centered education and counseling including addressing patients' unique needs by providing routine perinatal health education and counseling services per Comprehensive Perinatal Services Program (CPSP) requirements
- Provide client orientation, perform prenatal and postpartum patient assessments, and create an individual care plan for patients in the program
- Provide nutrition education including assisting patients in completing a prenatal food frequency questionnaire and tracking patient's weight throughout pregnancy
- Screen patient for domestic violence and other psychosocial issues
- Refer patients for other services, as needed
- Utilize Electronic Health Records and documents per St. John's expectations in the patient's health record
- Follow agency policies, procedures, and protocols including following CPSP protocols and properly utilizing CPSP Steps-to-Take Manual
- Provide up-to-date documentation of perinatal patient appointments, newborn health outcomes, and other health information
- Design, prepare, set up, and run group presentations to patients, CPSP health educators, and other staff
- Support clinic operations under direction of the Clinic Manager and direct supervisor
- Coordinate with Medical Assistants and other clinic staff to support comprehensive care of perinatal patients
- Actively participate in weekly conference calls and monthly meetings, attend in-service and/or off-site trainings, and stay up-to-date in health information and health trends as related to CPSP
- As an exempt position, evening and/or weekend hours may be required to ensure the fulfillment of all duties and responsibilities
- Other duties may be assigned or may be modified as business needs dictate.

### **Supervisory Responsibilities**

This position does not have 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience**

- High school diploma or equivalent required
- One year of prenatal experience required, two years' experience preferred
- CPSP certification or completion of CPSP certification within six months of employment
- General knowledge and experience with perinatal services
- Knowledge of and experience with perinatal services, CPSP guidelines, and CPSP-related public sector programs
- Electronic Health Record (HER) and HER records for CPSP tracking and assessment
- Experience with Medi-Cal and other low income populations
- Experience working with ethnically and culturally diverse populations
- Bilingual English/Spanish (read, write, speak) required

- Federally Qualified Health Center (FQHC) experience preferred but not required.

### **Licensure/Certification**

Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Vocation, registered, or other nursing license preferred
- Basic Life Support certification preferred
- CPR certification preferred
- Valid CA Driver's License and car required for travel to different clinic sites and community events.

**To apply for this position, please [Click Here](#) to start the application process.**

### **➤ Outreach Worker**

#### **Position Summary**

The Outreach Worker is under the general administrative direction of the Director of Community Relations, will be responsible for outreach and promotion for (CARS) program deliverables and community engagement activities for the Pueblo Del Rio Housing Complex and other assigned areas.

#### **Required Skills and Qualifications**

- High School Diploma / General Education Certificate
- At least 2 year's experience conducting community and/or street outreach, specifically to hard to reach populations
- Experience with community organizing
- Experience with, knowledge of, multi-ethnic and underserved communities.
- Good oral/written communication, interpersonal and oral presentation skills.
- Bilingual – written and speech Spanish/English (Preferred).
- Strong computer skills; tablet user

#### **Duties and Responsibilities:**

- Establish and develop working relationships with clients; initiate outreach to the target population using telephone, mail, and visits in the community.
- Provide comprehensive sexual health education and information through street outreach, health fairs, community events, and any other appropriate activity.
- Attend regularly scheduled meetings and maintain communication with team coordinator and other staff members.
- Assist in production of required weekly/monthly/quarterly data collection reports.
- Maintain outreach activity calendar/Log (i.e., location, length of outreach event, encounters per event).
- Engage community members/residents for program related activities
- Assist with program evaluations and updates to program and services.
- Consult with program staff to identify program needs, supports and resources.
- Attend appropriate community resource meetings and trainings assigned
- Work in collaboration with other departments where necessary

- Track CARS data, and required reporting documents
- Other duties as assigned

**To apply for this position, please [Click Here](#) to start the application process.**