



Title: **Wellness Services Coordinator** (HIV Specialist)

Reports to: Wellness Services Director

Pay: \$72K-\$77K per year DOE, Exempt

Benefits: Health benefits upon hire.

Location: 3207 Lakeshore Ave.

Established in 2017, the Oakland LGBTQ Community Center Inc. (the Center) is dedicated to enhancing and sustaining the well-being of lesbian, gay, bisexual, transgender and queer (LGBTQ) individuals, our families and allies, by providing educational, social, health & wellness related activities, programs and services. The establishment of this service model marks the first time that a multi-ethnic, multi-gender, and intergenerational, LGBTQ community service center, has ever existed in the city of Oakland.

We are seeking an experienced, ethical and enthusiastic candidate with strong cultural competence and familiarity with marginalized populations, individuals living with HIV, substance use disorders and disabilities. This position will also link community members to mental health, housing, employment and other support for people living with HIV, substance use disorder and other challenges that impact their quality of life.

Essential Duties

- Research available resources and help individuals access comprehensive health and support services, including HIV and STI testing and treatment, primary care, prevention, mental health care, housing assistance, substance use support, and other supportive services.
- Schedule clinic appointments for clients seeking HIV/STI testing and treatment services.
- Maintain a client case load as assigned by Wellness Services Manager and Wellness Services Program Director.
- Conduct eligibility screenings and intake assessments, prepare individual wellness services program charts, maintain progress notes in clients' paper and electronic records, and enter data into applicable regional information

and evaluation systems, including Apricot, Epic, and LEO.

- Provide retention and engagement services for testing, medical care and treatment.
- Work with clinic service team to address prevention and treatment adherence challenges and their various intersections with an emphasis on communities LGBTQ communities of color.
- Support affinity support groups
- Refers clients to affinity support groups focusing on community building, age, ethnicity, gender identities, and adherence for clients with substance use and/or other mental health issues.
- Serves as the client advocate and offers linkages to supportive services within the Center's service network, as well as appropriate external community partners, to ensure appropriate participant linkage and service delivery.
- Conduct outreach at various events assigned by the Wellness Services Director
- Responsible for promoting HIV/STI testing and prevention services, PrEP information, Treatment Advocacy, Harm Reduction, and other health disparities information via community forums, psycho-educational groups, special events, conferences, trainings, health fairs, etc.

Position Requirements

- BA and 3 years of experience in case management, outreach and community organizing or equivalent experience (3-5 years relevant experience in counseling or client/case management).
- Knowledge of harm reduction and trauma informed best practices.
- Excellent Customer Service
- Knowledge of HIV/STI prevention, transmission, care and treatment basics.
- Understanding of outreach within the local ethnically diverse community with an emphasis on communities with higher rates of HIV to include African-American & Latin communities, gay, bisexual, transgender and non-binary individuals.
- Demonstrates self-motivation and ability to work autonomously.

- Strong communication and organizational skills (reading and writing).
- Ability to solve problems effectively under pressure.
- Fluency in issues of racialized and gendered oppressions.
- Demonstrated commitment to social justice issues.
- Computer proficiency, including typing, business writing, basic file management, internet research, and email; experience using Microsoft 365, Microsoft Teams, Google Workspace tools such as Google Docs and Forms, word-processing software, and spreadsheets.
- Experience in the non-profit sector.
- Familiarity with non-profit communications best-practices and legal limitations.

General:

- * Participate in staff meetings, training workshops, and community meetings as assigned;
- * Ensure the overall maintenance and security of open and closed files as assigned;
- * Must be on time for meetings and client appointments;
- * Other responsibilities as assigned to support the programmatic and administrative needs of the organization and our members.

Compensation and Benefits:

The Center offers a competitive wage and benefits that includes employer-sponsored major medical, dental, vision and disability insurance, 401k, and paid time off including vacation, sick leave, and 14 paid holidays, including two floating holidays such as, day after Pride, and election day.

The Oakland LGBTQ Community Center is an equal opportunity employer committed to maintaining a culturally diverse work environment. Individuals with diverse experiences, people of color, bilingual English-Spanish-Cantonese speakers, lesbian, gay, bisexual and transgender individuals, women, and people living with HIV/AIDS or other disabilities are particularly encouraged to apply. This position is supported with public and corporate grant contracts. Grant funded positions are time limited and contingent upon sufficient grant funding.

Please send your resume and a thoughtful email of interest to apply@oaklandlgbtqcenter.org

*Email Subject Note: "Client Benefits Coordinator" **no calls or drop-offs please.**

To learn more about the Center, please visit us at www.oaklandlgbtqcenter.org.