



Title: **Wellness Services Coordinator**

Reports to: Program Director

Pay: 60k per year, Exempt

Benefits: Health benefits upon hire.

Location: 3207 Lakeshore Ave. Oakland, CA 94610 (rand ave. entrance)

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 enthusiastic person with a strong cultural competence, connection, and familiarity with the highest risk populations (Black, Latino/x, gay, bi, pan, trans individuals), to help provide status neutral, wholistic wellness service coordination to our "Project Empowerment & Wellness First" participants, with a focus on HIV/STI prevention, testing, PrEP navigation, and linkages to our Glenn Burke Wellness Clinic (GBWC) for HIV/STI testing & treatment, Hormone Replacement Therapy (HRT), and linkages to primary care providers. This position will also link community members to mental health, housing, employment and other support for people at high risk for or living with HIV, STI's and other challenges that impact one's quality of life.

Essential Duties

- Research and facilitate access by individuals to overall health related services to include, HIV and STI testing & treatment, housing resources, substance abuse support, primary care & treatment, prevention, mental health, housing assistance and other supportive services.
- Schedule clinic appointments for clients seeking HIV/STI testing and treatment services.
- Maintain a client case load as assigned by the Lead Wellness Services Coordinator and Program Director.
- Conduct eligibility screenings & intakes and prepares individual wellness services program charts. Maintain client progress notes in both manual and electronic client

chart and enter data in applicable regional information & evaluation systems such as Apricot, Epic & 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.
- Assist with enrolling clients to various support group programs
- Co-facilitate monthly affinity support groups based on coordinator affinity/ethnic/gender identities
- 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 a program liaison and offers community linkages and wellness support, for the Center's, **Project Empowerment & Wellness First** participants, by working closely with programs within the Oakland LGBTQ Community Center, as well as appropriate external community partners, to ensure appropriate participant linkage and service delivery.
- Conduct outreach at various events in collaboration with the Outreach & Training Manager.
- Responsible for promoting HIV/STI Prevention, 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

- Minimum of a BA and 3 years of experience in program coordination, 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 African-American & Latinx communities.
- Demonstrates self-motivation and ability to work autonomously.
- Strong communication and organizational skills (reading and writing).
- Ability to problem solve effectively under pressure.
- Fluency in issues of racialized and gendered oppressions.

- Demonstrated commitment to justice issues.
- Computer literacy including typing and business writing skills, basic file management, using Microsoft Suite programs, MS Teams, G Suite programs such as Google Docs and Google Forms, internet research skills, experience with using email and experience using word processors 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;
- * Work evenings and at least one Saturday/Sunday per month as needed for programmatic/outreach activities;
- * 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 13 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 joe.hawkins@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.