

Position Focus: Capacity Building; Case Management

Host Site Information:

AIDS Foundation of Chicago
200 West Jackson Blvd., Suite 2100
Chicago, IL 60606
www.aidschicago.org

Position Location: Same as Host Site Information Listed Above

Primary Responsibilities:

- Troubleshoot and problem solve potential issues and concerns with subcontractors regarding program delivery
- Perform regular monitoring of data quality for CommunityLinks services in ClientTrack
- Monitor weekly and monthly submission of reports from subcontractors
- Prepare monthly reports for program
- Participate in CommunityLinks Operations Meetings
- Attend in-service trainings and meetings as required by the CommunityLinks team and AIDS Foundation of Chicago
- Attempt to locate assigned managed care members via various strategies working with internal Mobile Engagement Team (MET)
- Offer additional available services and, as needed, administer and complete health risk assessments/questionnaires with located members
- Answer members' questions about health care plan and provide contact information for the health care plan
- Document CommunityLinks encounters, attempts, and services daily
- Maintain the highest level of security and confidentiality at all times for public health information (PHI) by following all agency protocols
- Attend all Reach Reconciliation meetings
- Provide program support to AFC Staff for the MCO Training and Education Sessions, including meeting logistics, scheduling, coordination of instructors, and logistical support for participants, and maintenance of data related to the session.
- Support and help coordinate trainings with subcontractors on all aspects of service delivery including workflow, policies and procedures, and data entry.
- Complete and submit all necessary IPHA AmeriCorps paperwork and reports by pre-determined deadlines.
- Attend all IPHA AmeriCorps trainings including orientation and team trainings.
- Complete all IPHA AmeriCorps required National Days of Service projects.
- Some local and out of town travel required.

IPHA AmeriCorps Position Requirements:

- 18 years of age or older by term of service start date.
- U.S. Citizen, U.S. National or lawful permanent resident.
- Possession of a high school diploma or equivalent, or commit to earning one prior to receiving an education award.
- Complete Federal and State criminal background check, Sex Offender Registry check, and DCFS CANTS background check (all provided and coordinated by IPHA AmeriCorps Program)
- Valid Driver's License and proof of insurance; or valid State ID
- Regular and reliable attendance.
- Ability to commit to the 11 month term of service.

Host Site Preferred Qualifications:

- Must possess excellent oral and written communication skills.
- Must have computer skills and be proficient in Internet research. Experience with Excel spreadsheets and databases highly desirable.
- Must have organizational skills, good decision making skills, and be able to work independently.
- Ability to develop positive internal and external working relationships.
- Proficiency to conduct duties using oral Spanish highly desirable.
- Ability to maintain confidentiality
- Knowledge of hepatitis C, HIV and STIs highly desirable.

- Knowledge or experience working in the health care or health insurance environment highly desirable.
- Knowledge of LGBT community, issues surrounding HIV-positive community such as homeless, mental illness, substance use, and stigma.

Transportation Information:

- Position location is accessible by public transportation.
- Personal vehicle must be used for Host Site service activities. Mileage will be reimbursed by Host Site.