Medical Community Support Specialist

Reports To: Director of Youth Programs
Hours: Full-time
FLSA: Non-Exempt

Functional Definition:
The Medical Community Support Specialist (hereafter referred to as “CSS”) will provide sexual health linkage to care and retention services within the Project Silk program through health resource coordination, enhanced life skills training, behavioral health linkages, and other necessary domains. The CSS will aim to increase outcomes coinciding with the programs overall mission as an HIV prevention and care project targeted geared toward LGBTQIA youth in communities of color.

This position is a direct service position that will encompass and expand upon existing programming for youth at Project Silk. The CSS will collaborate within the Youth Programs team to ensure sustainability for our participants, advocate for best practices within the continuum of care, and implement innovative strategies with consumer driven structures.

Responsibilities and Duties:
1. Assist with staffing needs of youth drop-in center and hold regularly scheduled open hours for service provision to youth on site.
2. Provide assistance to youth in navigating complex social service systems, including but not limited to basic needs assistance, drug treatment, nutritional wellness, career and education development, financial budgeting, housing support, health insurance navigation, HIV Medical Care, PrEP services, and physical/mental health.
3. Work with other agencies to ensure and enhance continuity of care, through attendance at collaborative meetings, networking with providers, and participation on committees or initiatives as appropriate.
4. Organize, plan, and implement sexual health education programming at the Project Silk site and outreach events.
5. Maintain appropriate documentation and confidentiality of records in compliance with agency policies and Ryan White standards.
6. Exercise crisis management and conflict resolutions skills when needed.
7. Conduct psychosocial/needs assessments, develop individualized goals plans, engage consumers in routine testing and medical care, provide appropriate linkages for coordinated medical treatment and treatment adherence support.
8. Develop and maintain ongoing data tracking system to track medical appointments for patients, clinical retention, and viral load suppression.
10. Provide HIV/STI testing and counseling services in compliance with state standards.

Minimum Qualifications:
1. MSW or equivalent degree plus a combination of life, work, and educational experiences.
2. Commitment to agency mission and vision.
3. Strong organizational, interpersonal, and communication skills.
4. A strong working knowledge of the social service systems, including the child welfare and homelessness systems.
5. Strong knowledge of and experience with LGBTQIA youth in communities of color, harm reduction practices, and HIV/AIDS programs and policy at the local, state and federal levels.
6. Ability to work autonomously and as part of a team.
7. Ability and willingness to work flexible hours including evenings and weekends.
8. Valid PA Driver’s license and reliable personal vehicle to travel between patient appointments during work hours.
9. Completion of all required training including CPR/First AID, HIV testing state certification within six months of hire date if not already obtained.
10. Agency approval of current background check, Act 34 Criminal, Act 33 Child Abuse, and FBI Criminal clearances.

EOE