



Our mission at *Apicha Community Health Center* is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health, and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life. We advocate for and provide a welcoming environment for underserved and vulnerable people, especially Asians and Pacific Islanders, the LGBT Community and individuals living with and affected by HIV/AIDS.

**Position Title:** Trans Health Senior Case Manager

**Reports to:** Assistant Director of Support Services

**FLSA Status:** Non-Exempt

**Position Summary:** Under the guidance of the Assistant Director of Support Services, the Trans Health Senior Case Manager will provide direct care coordination services to individuals who receive medical care at Apicha CHC, including trans, gender non-conforming, and HIV/AIDS patients.

**Duties and Responsibilities:**

- Provide direct care coordination or case management services to individuals who receive medical care at Apicha Community Health Center including trans, gender non-conforming, and HIV/AIDS patients.
- Conduct regular case finding and engagement including but not limited to new referrals to the program to facilitate early access to treatment and social services.
- Mentor the Support Services department staff on recruitment activities, as assigned.
- Support and educate the Support Services department staff with various New York public benefits and trans health related services, as needed.
- Coordinate and oversee the implementation of the APICHA trans, gender non conforming patients' comprehensive treatment plan.
- Work closely with Apicha medical providers to provide referrals to treatment adherence and support services including PrEP and PEP services.
- Provide crisis intervention on patients' care, as needed.
- Provider supervision of task assignments of Trans Health Patient Navigators (e.g. weekly workplan, data collection forms, etc.).
- Provides backup to the Trans Health Patient Navigators as needed.
- Maintain client-related records and other required documentation according to the protocols and standards of Apicha's Support Services Department.
- Collate data reports (e.g., appointment dispositions, laboratory results, etc.) produced by clinic information systems for contract monitoring.
- Work as a part of Clinic multi-disciplinary team and Support Services Department for continuous quality improvement (CQI) activities.
- Represent the agency at various venues to promote agency services.
- Meeting contractual requirements.
- Other activities as assigned.

**Qualifications:**

- AA/AS in health or human services field with 3 year's of relevant experience required. BA/BS with three (3) year of post bachelor's full-time work of relevant experience preferred.
- Experience in working with at least one of the following communities is required: community of color trans individuals, gender non-conforming, people living with HIV/AIDS,
- Experience in working with diverse work force as well as in multidisciplinary settings in clinic.
- Bilingual Spanish preferred.
- Excellent written and verbal communication skills in English required
- Independent and good team player with good attention to details required.

- Excellent people skills.
- Ability to handle multiple tasks.
- Ability to work well within the organizational structure required.
- Ability to work flexible hours including some evening and some weekends required.
- Ability to use common office software. (Word, Excel, Power Point).
- Ability to use electronic medical record required. Familiarity with eClinical Works and AIRS is a plus.

Apicha CHC is an Equal Opportunity Employer. M/F/D/V/SO