



POSITION DESCRIPTION

<u>Position Title</u>	<u>Department</u>	<u>Date</u>
Bilingual Scattered Site Stabilization Advocate	Housing	November 2018

Function:

Under the supervision of the Residential Coordinator provide medical case management services for HIV+ persons, including coordinating and delivering services to individuals and families moving into and living in scattered-site housing programs in both English and Haitian Creole. *This position is split between two site locations in Boston and Cambridge.*

Duties:

1. Provide acuity based case management and housing search services for clients in supportive housing. Conduct assessments and reassessments and develop client centered service plans based on assessed needs and assist clients in accessing independent housing, as applicable.
2. Provide clients with easily accessible and low-threshold services that operate within the harm reduction framework and assist clients in overcoming other barriers to service delivery and health care access. This includes assisting clients with accessing support services on a walk-in, scheduled, and as-needed basis.
3. Work as part of an integrated team to assist clients in accessing services offered by all AAC and Fenway Health programs. Facilitate access to resources that will assist clients in optimizing health outcome and moving towards self-sufficiency, including medical, housing, financial, mental health, substance use, sexual health, legal, vocational and educational services.
4. Develop a wide-ranging resource network for the people living with HIV in the Greater Boston area. Provide coordination, linkage and follow-up with existing service programs to maximize access to services, especially for those that are experiencing homelessness substance users, recent immigrants and/or people of color.
5. Maintain up-to-date client records including assessments, individual service plans, progress notes, clinical indicators, all other required paperwork, and electronic submission of client data in AAC's electronic database, ETO.
6. Facilitate case coordination including communicating with other providers to improve access to care and reduce duplication of services and maintain communication with relevant providers and family members, as needed and with client consent. Act as a liaison between residents and landlords, property management companies, and local housing authorities.
7. Provide assistance to clients during all phases of subsidized housing application process, including completing housing applications, accompanying clients to housing related appointments and appeals, and following up on the status of submitted client applications. Assist clients with all aspects of eviction prevention and accompany clients to court and appeal hearings, as needed. Assist clients with housing stabilization services, recertification process, and accessing funding and benefit sources.
8. Identify and research available apartment listings in the Greater Boston and surrounding areas that fall within program funding requirements and build working relationships with property owners that enhance the housing programs.
9. Act as a liaison between clients, property management companies, medical personnel, agency staff, volunteers and families; balance advocacy for individual residents' community at large.
10. Attend and participate in scheduled program, department, agency and collaborator meetings, supervision, and trainings.

Requirements:

- BA or equivalent or two years human services and/or case management experience.
- Bilingual in Haitian Creole required.
- Experience working within the harm reduction framework.
- Experience working with the provision of HIV services and with issues related to substance use, homelessness, mental health, and bi-lingual/bi-cultural communities.
- Valid Massachusetts driver's license preferred.



Physical Requirements:

- Ability to meet the following physical requirements with or without reasonable accommodations:
 - Sit at a computer station for extended periods of time
 - Ability to keyboard for extended periods of time

Supervisory Responsibility:

None