



Community Health Services Job Description

Title:	Prevention Outreach Counselor
Department:	Adult Medicine
Status:	Full Time, Exempt, Salary

Community Health Services, Inc. is seeking an experienced Ryan White Prevention Outreach Counselor for our Ryan White Program. This position primarily works with the HIV/EIS Program Manager to develop and maintain a robust testing program. The Prevention Outreach Counselor will conduct targeted outreach to individuals, communities and stakeholders to increase testing practices. The incumbent will provide offsite screenings to high risk populations in the Greater Hartford community and neighboring areas.

Key competencies required:

- **Integrity** - Must be trustworthy and principled when faced with complex situations
- **Ability to build positive work relationships** - Mutual trust and respect will be essential to the collaborative relationships required
- **Communication** - Ability to generate concise, compelling, objective and data-driven reports
- **Teamwork** - Working well with others is required in the organizations collaborative environment
- **Coping/Flexibility:** Resiliency in adapting to a variety of situations and individuals while maintaining a sense of purpose and mature problem-solving approach is required.
- **Empathy/Customer Service:** Customer-focused behavior; helping approach, including listening skills, patience, respect, and empathy for another's position.
- **Diversity** - Must be capable of working in a culturally diverse environment.
- **Continuous Learning** - Must be open to learning and skill development. As organizational needs evolve, must be proactive about developing new areas of expertise.
- **In accordance with our organization's Mission, Vision and Core Values**

<p>Required knowledge, skills and experience</p>	<ul style="list-style-type: none"> • 2 years of experience working in Community Health or 1 year experience working in Community Health with at least 2 years of previous experience conducting HIV screenings • Superior interpersonal skills with an ability to communicate effectively with diverse patient populations and stakeholders • Strong understanding of HIV/STI prevention issues and how they affect or influence service delivery • Knowledge and expertise in data extraction, aggregation, analyses and presentations • Valid Driver’s License and access to a reliable vehicle with a willingness to travel to outreach sites • Certified Counselor & Tester
<p>Preferred knowledge/experience required beyond minimum qualifications:</p>	<ul style="list-style-type: none"> • An Associate’s Degree in human/social services field (social work, public or community health, psychology) or related field • Knowledge of HIV/AIDS prevention, outreach, health promotion and experience working with PLWHA • Knowledge of HIV/AIDS-related illnesses and substance abuse, including current treatment and adherence strategies and knowledge of risk reduction intervention strategies, including harm reduction and motivational interviewing principles • Knowledge of community resources and referral agencies • Experience with EXPEMS data system • Bilingual (English/Spanish)

HIV Counseling & Testing Responsibilities:

- Performs HIV counseling in compliance with State of CT and Federal guidelines
- Assesses clients for readiness for testing and performs counseling at nontraditional sites
- Performs HIV risk assessments, HIV testing, disclosure of HIV testing results, and enhanced risk assessments to individuals who test positive for HIV
- Provide sensitive harm reduction counseling, HIV prevention education, and referrals to clients accessing HIV testing
- Comply with all State and CDC requirements and protocols for pre and post test counseling, rapid HIV testing and appropriate referrals for follow-up
- Counsels on and performs partner notification according to State of CT guidelines and regulations
- Completes all documentation as required by CHS, local, State and Federal requirements
- Will maintain competency testing as described by CHS
- Attends internal and external training opportunities in order to maintain counseling skills and expertise in HIV/STI prevention methodologies

Outreach Responsibilities:

- Identify barriers of care and opportunities for early treatment intervention of individuals with HIV/AIDS
- Assist CHS Case Managers and medical staff in locating and engaging patients who are "lost to care"
- Work closely with Community Based Organizations in an effort to facilitate coordination of care with internal and external stakeholders
- Promotes collaborations with community organizations in an effort to establish Rapid HIV Testing locations
- Maintain confidentiality of all client information as per state and federal statutes (CT Public Act 89-246)

Overall Responsibilities:

- Experience working successfully with ethnic, racial, economic, and sexually diverse populations
- An aptitude for collecting, analyzing, presenting data and comfort making defensible, evidence-based decisions
- Computer skills using Microsoft software applications (e.g. Word, Excel, Outlook, PowerPoint) and data management systems
- Maintain accurate and complete participant records, tracking contacts, counseling, testing, linkage and referrals, and outreach performance as defined by CHS
- Collaborate with other agencies in local events, meetings, and programs that are related to job duties
- Familiarity with and involvement in Quality Improvement Methodologies and Process Improvement Initiatives
- Ability to identify and capitalize on opportunities to increase services, referrals, Care Coordination and/or other grant-enhancing activities
- Strong initiative to effectively problem solve, work independently, exercise sound judgement and discretion with positive reception to feedback
- Establishing and maintaining effective working relationships with patients, staff and stakeholders
- Ability to prioritize workload to meet critical deadlines
- Compliance with organizational policies and procedures
- Demonstrate flexibility in working conditions and work hours, including evenings and weekends
- Maintain and reconcile accurate forms and logs
- Performs other duties as assigned

Must have the ability to:

- Write and communicate effectively
- Work well independently and as part of a team
- Work collaboratively across departments to understand and meet the organization's analytic needs
- Be open to pursuing additional training/education as required to meet emerging requirements
- Manage and prioritize workload while meeting deliverables and expectations
- Generate a quality work product, presentable for content and audience, in a timely manner while maintaining strong attention to detail

TYPICAL PHYSICAL DEMANDS: Requires sitting for long periods of time. Occasional bending, stretching or lifting. May require contact with individuals with communicable diseases and/or blood borne pathogens. Requires the ability to work under high stress conditions for long periods of time. Ability to hear a normal range voice. Ability to prepare written reports and use telephone equipment.

TYPICAL WORKING CONDITIONS: Normal office environment. Potential exposure to communicable diseases and other conditions in a health center environment.

Community Health Services is An Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status, age or any other federally protected class.