

JOB ANNOUNCEMENT

- POSITION:** Early Intervention Services Associate
- FILING DEADLINE:** Applications with resumes and cover letters are being accepted until the position is filled. Applications and detailed job descriptions may be obtained at the above address.
- DESCRIPTION OF DUTIES:** The Early Intervention Services (EIS) Associate serves as the first point of contact for the Coordinated Services Center and facilitates access to EIS for Women, Children and Families. Responsible for assisting with intake of program participants, answering and screening telephone calls, responding to inquiries for service, preparing program materials and correspondence as required as well as maintenance and control of the Coordinated Services Center and basic needs assistance. Responsible for engaging and retaining women in care through client outreach, telephone follow-up with primary care providers, helping clients make appointments or helping them make their own appointments and making appointment reminder calls. Responsible for facilitated referrals to core services and linkages to support services as needed. Responsible for preparing and regularly distributing women-specific resource materials as well as other culturally and linguistically appropriate brochures, and/or other resources containing specific information about HIV services, referral information and information on upcoming events offered by Christie's Place and collaborative partners.
- The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described. Rather, they are intended only to describe the general nature of the job.
- POSITION REQUIREMENTS:** Demonstrated knowledge of HIV infection, related social and emotional issues, demonstrated competency in working with culturally diverse, low income or no income clients and special populations required. Successful experience and demonstrated ability in general office skills and proficiency in Microsoft Word and Access required. The ability to speak and write Spanish fluently is also required. Must have the ability to work well with people and possess strong customer service skills. Must be well organized and detail oriented. Strong interpersonal and communication skills, in person and on the telephone, including tact, diplomacy, and flexibility are required. Experience in assisting clients in social services and health care access, as well as knowledge and experience in providing HIV/AIDS education and information is preferred. Demonstrated experience using computer software such as Microsoft PowerPoint, Publisher, Excel and Outlook.

Employee must be comfortable and experienced in discussing sexual orientation, sexual behaviors, needle use, and other risk behaviors with individuals and small groups; will be familiar with the characteristics of the target population, including knowledge of and access to places where staff is likely to encounter members of the target population in settings conducive to dialogue and intervention; and will maintain the established relationship with the target population in order to maintain our agencies' established trust and credibility in the community.

Employee must demonstrate the ability to work effectively with others (including, but not limited to, co-workers, clients, service providers and others) by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical business solutions; and addressing the diversity of our work force in actions, words and deeds.

Employee must demonstrate regular and consistent attendance and punctuality.

- EXPERIENCE:** One to three years.
- HOURS:** Non-exempt position, 40 hours a week.
- BENEFITS:** Vacation, Sick Leave, Holiday Pay, Health Benefits
- FILING APPLICATIONS:** Applicants must clearly demonstrate that they meet the minimum requirements. Applications must be filled out completely, legibly and may be submitted in person, by mail or by email. All statements will be subject to verification and investigation.
- CONTACT PERSON:** Sara Durán, CHES
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