

**LIFELONG MEDICAL CARE  
Job Description**

**POSITION:** PrEP Navigator

**REPORTS TO:** HIV Program Manager

**POSITION SUMMARY:** The HIV PrEP Navigator provides quality and comprehensive HIV/STI Health Education, HIV counseling and testing, and facilitates the initiation of PrEP and retention in services. Strong attention to detail as well as above-average interpersonal and organizational skills are necessary for the position. The position will require travel to sites in Alameda and Contra Costa County.

**FLSA Classification:** Exempt  
**Classification:** Professional

**EEO**

**Essential Functions**

- PrEP Navigation and Case Management
  - Provide information and education on risk reduction and safer sex to patients seeking STI testing and/or with positive STI results.
  - Work with HIV Prevention Team to identify potential PrEP patients and those in need of PrEP/PEP navigation services.
  - Complete screenings to identify readiness for PrEP and other barriers to care. Work with client to identify position solutions.
  - Make referrals and warm handoffs to external services needed to support PrEP care including, but not limited to housing, behavioral health, food and follow-up to ensure service delivery.
  - Conduct rapid HIV testing and provide pre-test HIV counseling as needed and assist with linkage to HIV care for patients who test positive for HIV.
  - Provide in person or phone PrEP/PEP adherence counseling.
  - Assess benefits and insurance, and if needed, provide assistance to access payor programs or enroll uninsured patients on PrEP-AP as appropriate.
  - Assist with PrEP prescriptions (appeals/PAs/paperwork) for all LifeLong Medical Care sites.
  - Provide in-clinic case management and administrative support to PrEP providers across all LifeLong Medical Care clinics, remotely or in person.
  - Surveil active PrEP patients to ensure they are obtaining timely follow-up, labs and refills.
- PrEP Outreach
  - Provide outreach to relevant communities with a focus on Black/African American (Black/AA) and Latinx transgender women, young bi-sexual and same gender loving men and high risk cis-gender women.
  - Promote HIV Prevention Team activities through in-service presentation to Lifelong staff and other partnering agencies.

- Establish working relationships and partnerships with appropriate community resources in the area, including those providing mental health and social services to the priority population.
- Program Monitoring, Evaluation and Quality Improvement
  - Keeps Electronic Health Record up to date as needed (LEO, ARIES, Epic, other databases).
  - Accurately complete required documentation for HIV Prevention programs including HIV counseling and testing forms, client satisfaction surveys, incentive logs, program forms, and others as determined by HIV Program Manager.
  - Participate in regular internal audits to ensure program documentation, charts, and reports are accurate and complete.
  - Review and maintain up-to-date and accurate knowledge of emerging scientific research regarding biomedical HIV prevention strategies, including PrEP, PEP and related interventions.
  - Attend HIV/STD conferences and trainings offered locally, to stay up to date and familiar with new guidelines and promising practices.
- Perform other duties and projects as needed or assigned by the HIV Program Manager to help meet the goals and objectives of the HIV Prevention Team and organization.

### **Qualifications**

- Commitment to the provision of services for the underserved with demonstrated ability and sensitivity in working with a variety of people from low-income populations, with diverse educational, lifestyle, ethnic, and cultural origins.
- Excellent interpersonal, verbal, and written communication skills with the ability to handle sensitive issues in a confidential, positive, and professional manner.
- Strong organizational, administrative, multi-tasking, prioritization, and problem-solving skills.
- Ability to seek direction/approval on essential matters, yet work independently with little onsite supervision, using professional judgment and diplomacy.
- Work in a team-oriented environment with a number of professionals with different work styles and support needs.
- Conduct oneself in internal and external settings in a way that reflects positively on LifeLong Medical Care as an organization of professional, confident, and sensitive staff.
- Ability to see how one's work intersects with that of other departments of LifeLong Medical Care and that of other partner organizations.
- Be creative and mature with a "can do," proactive attitude and an ability to continuously "scan" the environment, identifying and taking advantage of opportunities for improvement.

### **Job Requirements**

- Prior experience in counseling patients, either in person or by phone
- Proficient in MS Office/Excel
- Strong customer service approach to problem solving and conflict resolution
- Valid CA drivers license

### **Job Preferences**

- Experience with diverse employee populations and multi-location organizations a plus.
- Ideal candidate will have competence in cultural differences, HIV/AIDS, minority health, sexual practices, and a demonstrated competence in working with the substance abuse community, Black/AA, Indigenous and other people of color, LGBT, and youth communities.

- Previous professional or volunteer experience working in HIV/STI/HCV prevention or care and/or delivering sexual health education.
- Previous experience with Motivational Interviewing.
- HIV testing and fingerstick certification required before providing CLIA Waived testing. Certification is preferred upon being hired, but employee must obtain certification within 12 months if not.
- Bilingual/Spanish is a plus.

### **Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, and sit; use hands to finger, handle, or feel and reach with hands and arms; talk and hear. The employee must occasionally lift and/or move up to 25 pounds. The employee frequently works with a video display terminal for prolonged periods; vision abilities include close vision and ability to adjust focus.

While performing the duties of this job, the employee regularly works in inside environmental conditions. The employee may be required to attend evening meetings, travel and work evenings or weekends. The noise level is usually quiet. Individual is subject to frequent interruptions.

### **Supervisory Responsibility**

- This position has no direct staff supervisory responsibilities

*My signature below confirms I have reviewed and received a copy of this job description. I understand and can perform the duties described herein:*

*Printed Name* \_\_\_\_\_

*Signature* \_\_\_\_\_

*Date* \_\_\_\_\_