



<b>Job title</b>	Client Services Coordinator
<b>Reports to</b>	Director of Client Services
<b>Salary</b>	\$37,500-42,000
<b>Status</b>	Exempt; Full Time

**SAAF Mission**

The San Antonio AIDS Foundation seeks to reduce HIV transmission, provide support and treatment for those living with HIV, reduce stigma and support positive sexual health. SAAF provides sexual health education, STI and HIV testing and counseling, medical care, case management, housing and meal support, mental health services and referrals for dental health. Access to care and early intervention have a significant impact on the health and well-being of people living with HIV.

**Position**

The Client Services Coordinator ensures clients have access to needed services, including case management, oral health, medical transportation, congregate meal services, housing assistance and mental health services.

This position demands a high level of cultural competency of the unique needs of the LGBTQIA++ community, communities of color, and other marginalized populations.

**Duties and responsibilities**

- Conduct in person or telephone evaluation of individuals living with HIV to determine the need for Medical Case Management or Non-Medical Case Management services, or Self-Management
  - Schedule initial appointments for medical and non-medical case management services
  - Coordinate access to services for self-managed clients, including oral health and congregate meal services
  - Educate clients about available services and resources.
- Process oral health care referrals received from external agencies and link clients to appropriate oral health care provider
- Process in-house bus pass referrals and distribute to eligible clients on a monthly basis
- Ensure that eligibility is maintained and verify medical compliance
- Maintain and track Sliding Scale/Program Income database for all eligible clients and services, and invoice non-case management eligible clients receiving Ryan White services
- Maintain client charts TCT/ClientTrack files including service units, case notes, referrals
- Ensure that all eligible funding sources are utilized before accessing Ryan White funds
- Performs other duties as assigned

**Qualifications**

Required Qualifications include:

- At least one year work experience, preferably in non-profit sector or customer service
- High School Diploma or GED required; some college preferred

- Basic computer literacy
- Demonstrated ability to work effectively and sensitively in a multicultural environment with individuals of gender and sexual diversity, individuals with substance use disorder and those experiencing homelessness

Preferred Qualifications:

- Bilingual (English/Spanish)
- Knowledge of HIV/STI transmission and prevention

**Working conditions**

This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The position also requires working with the community residents and difficult situations. Evening and/or weekend work may be required as job duties demand.

**Physical requirements**

While performing the duties of this job, the employee is occasionally required to stand; walk; sit. The employee must occasionally lift or move up to 25 pounds.

**As SAAF works daily with clients who may be immunocompromised, evidence of COVID-19 vaccination is required.**