



## Client Services Coordinator | Full -Time Opportunity

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### **About Beautiful Gate Outreach Center:**

Formed in the summer of 2000 as an outgrowth of the Bethel AME Church's AIDS Task Force Ministry (Wilmington, Delaware), the Beautiful Gate Outreach Center began its commitment to improving the quality of life of those infected with and affected by HIV/AIDS. The Center is located within the office building of Bethel AME Church.

Beautiful Gate is known nationally for its ability to create effective programs that meet the needs of the local community which has a disproportionately higher rate of HIV infection. Beautiful Gate continues to find much joy in being able to utilize faith as the fuel to deliver quality and compassionate services.

Our Mission is to eliminate the spread of HIV/AIDS and assist in the continuum of care for all people infected with and affected by HIV/AIDS in Delaware. This will be done by providing information, prevention strategies and outreach assistance that educates empowers, and contributes to the eradication of this catastrophic disease of HIV/AIDS.

Our Vision is to create a community where every person infected with and affected by HIV/AIDS is respected and supported.



### **Position Overview:**

The Client Services Coordinator performs intake assessments with all new clients, establishes relationships with new and existing clients, educates them about their medical status, and assists them in obtaining appropriate medical care. Developing a rapport with the client is critical to ensuring that they receive the necessary education and treatment related to prevention and medical care. This role reports to the Program Director.

## Job Responsibilities:

- Work with clients to assess and improve their knowledge and ability to decrease the potential for transmitting HIV to others and/or impacting their own health through co-infection
- Provide support and follow-up to HIV/AIDS clients to assist them in obtaining services (may accompany clients to appointments and visit clients in hospitals)
- Make calls and hold meetings with individual clients and their partners
- Educate and enable clients to better understand their treatment options, treatment in general, and to make informed and conscientious HIV treatment decisions
- Seeks out and schedules appropriate external speakers for monthly support group meetings
- Advocate for clients when accessing treatment and/or medical care for HIV and related illnesses
- Work with the BGOc team in outreach efforts to promote the work and services of Beautiful Gate Outreach Center (BGOc)
- Provide HIV test counseling for rapid HIV testing sessions
- Document new client intakes, referrals for, and linkage to medical care and support services per the Minority AIDS Initiative and/or Early Intervention Services programs
- Document the type of interaction/counseling provided to clients, (i.e., face to face, phone, or group meeting) and the amount of time of the interaction/counseling
- Enter a summary of interaction with the client in the individual client file
- Submit Ryan White (EIS) enrollment forms as appropriate
- Prepare BGOc for Medical Team visits
- Regularly engage in outreach efforts to find new positive or out of care HIV+ clients and connect them to Ryan White services and medical care
- Receive and record medical appointments for the medical team
- Develop and document education and support group meetings designed to help clients navigate and understand the HIV system of care
- Strive to attain measurable goals established by service contracts
- Knowledge of the daily procedures and protocols needed for daily management and function of BGOc
- Enter office test form data into the BGOc test file database and Evaluation Web database (required by DPH). This includes initial entry and quality checks
- Maintenance of confidential information
- Assist with daily opening and closing of the BGOc office for daily operations
- Compile information needed for monthly and ad hoc reports

## **Preferred Qualifications:**

- HIV counseling and testing certification (Delaware)
- Formal training in health education/presentation either through the Delaware Division of Public Health (DPH), in-house training or other training program or curriculum approved by Delaware DPH
- Familiarity with HIV, Viral Hepatitis and the federal confidentiality regulations governing clients enrolled in substance abuse treatment programs

## **Required Skills & Abilities:**

- Associate degree in public health, human services, counseling, behavioral science, healthcare, or related field
- 2-3 years of experience in a non-profit setting
- Demonstrated ability to work effectively under stressful conditions with people of varying socioeconomic backgrounds, sexual orientations, and racial/ethnic backgrounds
- Good verbal/written communication skills and customer service skills
- Availability to work after hours and/or work during weekends
- Basic knowledge of WORD and Excel program applications
- High sense of personal cause and commitment to the BGOC mission
- Facilitation of referrals and knowledge of available services

## **Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time.



## Notes:

- Beautiful Gate Outreach Center is an equal opportunity employer that values diversity and practices inclusion.
- Freedom from illegal use of drugs, and freedom from use and effects of the use of drugs and alcohol in the workplace.
- Persons who have been found guilty by a court of law of abusing, neglecting, or mistreating individuals are ineligible for employment in this position.

## Application Process:

Email your resume and a one-page cover letter that conveys why you are well suited for this position and how it fits into your career to:

Tanya Bayne, Program Director at [tbayne.bgate@gmail.com](mailto:tbayne.bgate@gmail.com)

No paper copies, please.

Applications should be emailed

Confirmation of receipt of application will be sent by return email. Interviews of preferred candidates will be arranged forthwith. No phone calls, please.

