

Job Description

Position:	Aging Services Coordinator - Denver
Classification:	Non-Exempt
Location:	Denver
Reports to:	Healthy Aging Programs Manager
Starting Salary:	\$42,848 (3 years of experience or less) \$46,704 (3+ years of experience)

Healthy Aging Programs at CHN: The advent of antiretroviral therapy (ART) has led to improvements in life expectancy that are now nearing that of populations living without HIV. Subsequently, the proportion of PLWH aged 50 years and older now exceeds >50% of PLWH within the United States and has reached over 55% in Colorado. While this demographic shift clearly highlights how ART has drastically improved the *quantity* of life for PLWH, aging with HIV is associated with significant, and unique, issues and challenges that impact *quality* of life. Given the unique challenges faced by older PLWH, there is a critical need for specialized holistic health programs designed to support and navigate the complexities of these issues and foster innovative solutions.

Recognizing this need, CHN has been developing capacity and infrastructure to support specialized aging programs for older people living with HIV across Colorado, and continues to be at the forefront of developing new programs and services to support aging with HIV for the community. Using data from clinical studies and active engagement of older PLWH in the Denver community, CHN established the Healthy Aging Wellness (HealthWell) Program, a new statewide program specifically designed to translate the clinical effectiveness of physical activity into a direct-service program delivered at the community level. Today, HealthWell is transitioning from a research study to a continuous, year-round program. HealthWell offers nutritional counseling, social support services (such as discussion groups), physical fitness classes, and additional community engagement opportunities to anyone 50 years old or older who is living with HIV.

Position Summary: Working in close collaboration with a multi-disciplinary team of professionals and in consultation with departments across the agency, the Aging Services Coordinator will provide comprehensive aging care services grounded in best practices and coordinate CHN's HealthWell Program to clients 50 years old or older.

This is an ideal role for a professional with experience and in-depth knowledge of the field of aging and HIV/AIDS, as well as the provision of Care Management services. A successful candidate is passionate about working with older adults and people living with HIV/AIDS, is a tenacious and creative problem-solver, able to bring optimism about what is possible for our client population, and committed to excellence.

Essential Job Functions:

HealthWell (50%)

- Under supervision of and in partnership with the Healthy Aging Programs Manager, coordinates and leads the CHN HealthWell Program, including: program recruitment, enrollment processes, eligibility determination, program partner coordination, and facilitation/organization of social support services
- During CHN HealthWell intakes and in response to referrals, performs client interviews and assessments to determine aging service needs; serves as a CHN agency representative with aging service providers and other ASOs (AIDS Service Organizations) to address clients' aging service requirements, availability and needs assessment; refers clients to internal and external programs; stays up-to-date with changes in aging services, agencies, and applicable laws/policies across the state of Colorado to maintain relevant knowledge

- Collects, manages, and organizes program data to produce reports documenting program measures and outcomes; ensures the maintenance of timely program or case activity tracking, reporting and applicable billing.
- In partnership with the Healthy Aging Programs Manager and Director of Public Health Interventions, provides training and community education for relevant groups and individuals; researches and identifies community service needs; collaborates with stakeholders and makes program, process and community service recommendations; prepares and disseminates information; and performs outreach for care improvement.
- Enhances and maintains agency resource information of organizations that serve older adults; Conducts visits with community resource organizations to increase knowledge of services and allow for "warm transfers" of clients during referrals.

Aging Services (50%)

- Provides case coordination on an as-needed/requested basis with CHN Case Management and Housing Departments in relation to clients who are 50 years old or older to exchange relevant aging services information, provide recommendations regarding course of action, and communicate follow-up to ensure both aging- and HIV-related needs are met.
- In tandem with the CHN Health Access Department, provides one-on-one Medicare and Social Security Disability Insurance (SSDI) transition plans for clients; receives training in and maintains knowledge of Medicare and SSDI; coordinates as needed to address clients facing barriers to Medicare and SSDI utilization. Leads quarterly in-person workshops for clients to provide health literacy access to navigate Medicare, SSDI, and the State Pharmaceutical Assistance Program (SPAP).
- Addresses needs for clients receiving Aging Services; provides counseling and intervention support; conducts on-site client visits and perform comprehensive needs assessment, when appropriate; performs safety and risk assessments; determines crisis intervention needs; monitors services and makes plan adjustments as client needs change; escalates case management supervision as required.
- Partners with HOPE (CHN's day shelter for individuals living with HIV and experiencing homelessness) to build rapport with clients 50+ and develop sustainable trust for resource navigation and assistance.

Qualification:

- Basic knowledge of HIV/AIDS and/or aging processes.
- Passion for working with older adults and commitment to anti-ageism.
- Strong commitment to anti-oppression, social justice, and critical health equity frameworks.
- Comfortability with discussing sexual health and harm reduction strategies through a sex-positive and affirming framework, including topics such as BDSM/kink, condom-less sex, injection drug use, sex work, and gay bathhouses.
- Strong socio-cultural identification or work experience with men who have sex with other men (MSM), LGBTQIA+, and communities of color.
- Experience in systems navigation, motivational interviewing, and working with confidential information.
- Ability to uphold respect for client's autonomy to make decisions about their age-based needs.
- Flexibility, creativity, collaborative, and a positive workplace attitude in a small team dynamic.
- Strong critical thinking, active listening, and problem-solving skills to address complex situations.
- Ability to communicate well with medical providers, community members, and support staff.
- Effective verbal and written communication skills as well as high attention to detail.
- Bi/multi-lingual candidates strongly desired, especially fluency in Spanish, but not required.

Other Qualifications:

- Experience in care or case management (minimum 2 years)
- Knowledge of local aging service resources (strongly desired)
- Experience and expertise in geriatric assessments – Functional and Cognitive (strongly desired, but not required)

Education:

Bachelor's Degree in Social Work, Human Services, Public Health, Gerontology, and/or a related field or equivalent experience required; candidates with lived experience can substitute educational background. Candidates who are actively pursuing more education or have hopes to pursue additional education are encouraged to apply.

Software Utilized:

Experience working with basic office and database computer programs, including familiarity with Microsoft Outlook, Word, Excel, Access, SharePoint and social media outlets required.

Knowledge, Skill and Ability:

Previous experience in the development of evidence based trainings and facilitation is highly preferred, as well as, excellent communication, client relations and management skills. The appropriate person will be highly organized and detail oriented. This position requires personal and professional accountability; self-management and initiative; dedication to quality improvement; professional integrity; research ethics, and cultural competency. Must demonstrate accuracy, efficiency and excellent organizational skills. Must demonstrate effectiveness in the following areas: task management; teamwork; time management; and communication with teams, managers, clients, and company consultants.

Material and Equipment Directly Used:

Works with standard office equipment including computer work station, printers, copiers, scanners and fax machine. Works with word processing software, spreadsheet applications, and presentation software. Communicates with clients and vendors using the telephone, e-mail, the Internet, and fax.

Physical Demands and Work Conditions:

Works in an office environment. Will travel to offsite locations. Regular weekly and monthly reimbursable travel required. Requires ability to lift up to 50 pounds of materials. Requires clear speaking ability and the ability to use a telephone for extended periods. Requires ability to view a computer screen (near acuity). Requires fingering agility for keyboarding and using a telephone and other office equipment.

We highly recommend people of all educational background and life experiences apply. We believe that people with lived experience are among the most qualified to provide harm reduction and sexual health services. We believe that the people we serve must be centered in the work we do. Hence, we strongly encourage applications from people who hold these identities or who are members of other marginalized communities.

General Benefits Description:

We offer full-time employees a comprehensive benefits plan that includes: Health Insurance, Dental Insurance, Vision Plan, 403(b), Legal Shield, FSA, Life Insurance, EAP, Long-Term and Short-Term Disability.

How to Apply

Please email a cover letter and resume (subject line must be "CHN Aging Services Coordinator") to the Human Resources Department at HR@coloradohealthnetwork.org

All offers of employment are subject to the completion of a criminal background check.

Colorado Health Network is an Equal Opportunity Employer (EOE).

Application Deadline: **07/28/2021**