

# Harlem United

HUMAN RESOURCES DEPARTMENT

## Job Description

<b>TITLE</b> <b>Community Follow-up Worker</b>	<b>REPORTS TO:</b> Director of Clinical Services
<b>PROGRAM/DEPT:</b> Harlem United (El Faro)	<b>DIVISION:</b> Health Care Division
<b>SUPERVISES:</b> N/A	
<b>EXEMPTION STATUS:</b> Non-Exempt	<b>CREATION/REVISION DATE:</b> March 14, 2008

### POSITION DESCRIPTION

The Community Follow-up worker assists the Case Management team in a variety of case management functions.

### ESSENTIAL JOB FUNCTIONS

The following duties are mandatory requirements of the job:

- Assist case management team with case management activities such as conducting outreach calls, home visits and hospital visits to absent clients
- Provide new program members with orientation and assistance with completing initial assessments
- Accompany clients to medical and housing-related appointments and court appearances in order to provide support and advocacy.
- Assist clients with entitlement issues as needed.
- Act as a liaison between the client and the Case Manager to ensure client engagement and trust.
- Function as part of a multi-disciplinary team. Participate in programmatic activities, including quality improvement and treatment planning.
- Provide coverage for duties when staff members are absent, e.g. lunchroom coverage, facilitation of morning check-in with clients.
- Accompany clients on outings to provide additional support to Recreational Assistant.
- Other duties as assigned.

### EDUCATION AND CERTIFICATION

- Associate's or bachelor's degree in a human services profession preferred.

#### **SPECIAL SKILLS AND KNOWLEDGE**

In addition to the above-listed job responsibilities and educational requirements, the ideal candidate for this position possesses most or all of the following:

- Bilingual English/Spanish required.
- Knowledge of HIV/AIDS issues.
- Good written and verbal communication skills, ability to work as part of a team, and follow directions.
- Computer knowledge