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| TITLE:  PROGRAM: | **Case Manager & Outreach Advocate**  **Transgender Health Services** |
| DEPARTMENT: | **Health Outreach** |
| REPORTS TO:  HOURS:  START DATE:  COMPENSATION:  BENEFITS: | **Transgender Health Services Program Manager**  **32 hours/week**  **July 13th, 2020 (flexible)**  **Pay is commensurate with experience**  **Full benefits package with paid holidays and vacation** |

**Primary Function/General Purpose of Position**

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| The Case Manager & Outreach Advocate will work in collaboration with the Trans Health Services Program Manager to ensure that transgender and gender-nonconforming (TGNC) patients at Health Brigade receive accessible and affirming care within and outside of the agency. The individual in this role will serve as a patient advocate by aiding clients in navigating services and resources, as well as reporting and coordinating necessary follow-up care. The person in this role represents Health Brigade Trans Health Services at community events and offers workshops internally and to external community partners. |

**Employment Qualifications**

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| * Must have demonstrated experience serving LGBTQ+ individuals * Interest in and dedication to addressing health issues effecting TGNC individuals * Is able to work both independently and collaborate with others * Prefer an individual with lived experience reflecting our patient population * Prefer an individual who is currently pursuing/holds a degree in social work, counseling, gender studies or other related areas of study * Must have reliable transportation |

**Working Conditions**

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| *Due to the COVID-19 pandemic, work will be performed remotely until further notice. A laptop and other tools necessary to complete assigned tasks will be provided. When it is safe to return to the clinic, the following conditions will apply:*   * Work is performed in an interior or exterior environment. * When use of personal vehicle is required for approved work activities, mileage will be reimbursed. * Moderate physical activity. Requires handling of average-weight objects up to 25 pounds or standing and/or walking for more than four (4) hours per day. * Work environment involves some exposure to hazards or physical risks, which require following basic safety precautions. * Work environment includes ramp, stairs, and elevators * May reasonably anticipate coming into contact with human blood and other potentially infectious materials. * Required to exercise universal precautions and learn the policies concerning infection control. |  |

**Equipment Used**

* Telephone
* Computer
* Printer/copiers/fax machine
* Projector
* Touch screen and manual keypad

**Case Management Responsibilities**

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| * Manages registration and annual re-certification of all T/GNC clients at Health Brigade * Assists in carrying out treatment plans by facilitating case management services including but not limited to:   + Legal name and gender-marker change navigation   + Housing assistance which may include liaising with landlords as needed and searching for housing options, roommates, etc.   + Facilitating connection to other essential resources like food, transportation and LGBTQ+ social networks   + Employment support provided by connecting clients to safe and affirming employment opportunities, helping to develop resumes, assisting clients with communications to potential employers, and preparing for interviews   + Financial assistance for hormones, psychiatric medication and gender affirming items such as binders, packers, wigs, gaffs etc by making purchases at pharmacies, grocery stores, gas stations, and online   + Benefits application assistance and system navigation for programs like Medicaid, Medicare, SSI, Unemployment, and SNAP   + Liaise between providers and patients for non-medical communications   + Internal and external referrals as required   + Participate in integrated care meetings as needed with other staff to coordinate client care across agency * Maintains patient/program files and electronic documentation * Collects and reports program metrics as needed   **Outreach & Education Responsibilities**   * Establishes partnerships with community and professional organizations serving transgender and gender non-conforming populations * Attends monthly Health Brigade Advocacy Team meetings as Transgender Health representative * Represents Transgender Health Services Program at community events and initiatives, occasionally requiring a flexible schedule to attend night and weekend events * Collaborates in developing trainings and resources related to transgender health to present internally and externally to community partners * Attends and participates in monthly Trans Health Collaborative meetings * Engages in relevant training and education opportunities as available * Provides T/GNC specific materials to Communications Coordinator for Health Brigade social media as needed |

**Notice of Employment At Will**

This document does not create an employment contract, and employment with Health Brigade is "at will."

Nor is this document an exhaustive list of all responsibilities, skills, duties, requirements, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the essential and non-essential functions of the job at any time or require that other or different tasks be performed when circumstances change (i.e. emergencies, changes in personnel, workload, rush jobs or technical developments). Management will attempt to give reasonable notice prior to revising a job function or requiring performance outside of this description.

**Health Brigade Mission, Values,**

**Customer Orientation and Continuous Quality Improvement Focus**

It is the responsibility of all employees to learn and utilize continuous quality improvement principles in their daily work.

Consistent with Health Brigade’s Code of Conduct, all employees are responsible for extending the mission and values of Health Brigade by understanding each customer, treating each patient, staff member, and community in a dignified manner with respect, kindness, and understanding and subscribing to the organization's commitment to quality and service.

**Transgender Health Services Case Manager & Outreach Advocate Application**

*Please submit this application along with your resume as an email attachment to Polly Foster, HR & Operations Manager at* [*pfoster@healthbrigade.org*](mailto:pfoster@healthbrigade.org)*.* ***No cover letter is required.*** *We will be accepting applications on a rolling basis until we determine we have a sufficient applicant pool. If you are interested in this position, please submit your application materials as soon as possible.*

**Name:**

**Pronouns:**

**Highest level of education:**

**Do you have access to a personal vehicle?**

*Please answer the following questions with no more than 1000 characters per response. We look forward to hearing from you!*

1. **Why are you specifically interested in serving/working with Transgender and Gender Non-Conforming (T/GNC) individuals?**
2. **How do you feel your values align with those of Health Brigade?**
3. **Please briefly describe your knowledge of systemic and interpersonal issues faced by Trans and Gender Non-Conforming communities.**
4. **What occupational experience do you have with co-creating goals collaboratively with clients and with making referrals to community resources?**
5. **In safety-net clinic work, staff hear a lot of stories of trauma experienced by clients and patients. Secondary traumatic stress can happen when someone experiences emotional distress as a result of being repeatedly exposed to the trauma of others. Secondary traumatic stress can have an impact on our personal and professional lives if is left unaddressed. How will we know when you are feeling overwhelmed or overly stressed and how does that impact you? What are the first signs of this for you? What helps to ease the stress you experience?**
6. **What do you need from your supervisor to help you recognize when you may be experiencing secondary traumatic stress and what can they do to help support you?**
7. **Why do you feel you are the ideal candidate for this position?**