

***Hyacinth AIDS Foundation***  
***Legal Client Advocate***

Under the supervision of the Client Service Manager, performs assigned duties relating to the implementation and evaluation of the advocacy for entitlements and health insurance benefits.

***Duties include but are not limited to the following:***

- Engage in outreach activities at various community sites to identify clients in need of benefits counseling services.
- Assess client's health insurance benefits and/or need for entitlements. Offer education about Social Security Insurance / Disability, Medicaid/Medicare and other health insurance coverage.
- Provide information about prescription drug coverage options including private prescription insurance, NJ's AIDS Drug Distribution Program and/or charity care.
- Help with health benefit claims or billing problem.
- Assist with the completion of ACA and NJ Family Care applications for health benefit and/or entitlement programs.
- Work collaboratively with other regional case managers to develop and maintain the continuum of services available to HIV infected clients.
- Actively seek and identify individuals or groups requiring the agency's services.
- Develop and maintain database of professional contacts.
- Establish, maintain and update client case records using approved agency forms and procedures. Ensure confidentiality of all records.
- Provide relevant literature to clients and members of the community.
- Prepare monthly reports in accordance with agency policies and procedures.
- Keep knowledge level of HIV treatment and treatment related issues current through continuing education in the form of conferences, workshops, pharmaceutical industry literature and national and local treatment education and advocacy resources in print and on-line.
- Keep knowledge level of entitlement programs, both state and federal, current through trainings, on-line resources and workshops.
- Maintain and update client information in E-Compas

***Professional Responsibilities:***

- Attend and participate in staff meetings and supervisory conferences.
- Maintain working relationships with other community providers.
- Observe established administrative procedures.
- Provide written reports and maintain statistics as required.
- Represent the agency at community events, meetings and conferences.
- Attend and participate in staff training opportunities.
- Adhere to Hyacinth policies and procedures including client confidentiality provisions

***Qualifications:***

- Commitment to Hyacinth philosophy
- Demonstrated ability to work with people from diverse backgrounds and interests.
- Bachelor's degree plus two years experience in HIV/AIDS or related field. A candidate who has no degree but seems exceptionally suitable, will be considered if he/she has four additional years of relevant experience.
- Proficiency in written and verbal communications.

<i>Service</i>		<i>Community</i>	
<b><i>Client Services</i></b>	<i>Consistently demonstrates respect, responsiveness, and professionalism towards others while providing superior service for our clients</i>	<b><i>Team Work</i></b>	<i>Actively cooperates within the region and/or program and participates in the constructive resolution of conflict.</i>
<ul style="list-style-type: none"> <li>• Treats each client as a priority</li> <li>• Respect's each client's right to quality service, confidentiality and dignity.</li> <li>• Works with co-workers to ensure integration of services</li> <li>• Displays a welcoming, helpful attitude to clients</li> <li>• Processes personal boundary issues in clinical supervision and not with clients or co-workers.</li> </ul>		<ul style="list-style-type: none"> <li>• Works to minimize agency gossip and drama</li> <li>• Tries to understand the other person's point of view when there is a disagreement</li> <li>• Works with all regional staff to provide a full continuum of services to clients.</li> <li>• Understands local community resources and can make appropriate referrals.</li> <li>• Is clear and tactful when dealing with others.</li> </ul>	
<i>Accountability</i>		<i>Leadership</i>	
<b><i>Job Knowledge</i></b>	<i>Demonstrates understanding of objectives, duties and responsibilities in accordance with the job description.</i>	<b><i>Leadership</i></b>	<i>Assuming responsibility for one's own self in the workplace and exhibiting commitment to the client and agency.</i>
<ul style="list-style-type: none"> <li>• Understands job responsibilities</li> <li>• Keeps current on skills and information needed to meet new challenges</li> <li>• Works with team leader/manager on areas of job responsibilities that are unclear.</li> </ul>		<ul style="list-style-type: none"> <li>• Takes pride in his/her work</li> <li>• Advances Hyacinth's reputation for excellence.</li> <li>• Incorporates boundaries and ethical guidelines into decision making.</li> </ul>	
<b><i>Informing</i></b>	<i>Disseminating relevant information about decisions, plans and activities to team leaders and supervisors.</i>		
<ul style="list-style-type: none"> <li>• Informs team leaders and/or managers about decisions that affect work.</li> <li>• Recognizes problems and complaints and informs team leaders and/or managers when necessary.</li> </ul>			
<b><i>Results</i></b>	<i>Delivers quality results and balances priorities to meet all</i>		

	<i>project and team commitments in a timely manner.</i>	
	<ul style="list-style-type: none"><li>• Serves as a steward of the public's trust and money.</li><li>• Takes responsibility for timely decisions and actions.</li><li>• Routinely checks for accuracy in his/her own work.</li><li>• Evaluates how well an event or program was done (i.e. attendance and target audience specifications, asks clients to rate effectiveness, asks people what was good and what can be better next time).</li></ul>	