



## **Peer Advocacy Program Manager**

Reports to: Executive Director

Status: Part-time (30-32 Hours)

Salary: Depends on experience/ Full benefits

### **Description:**

The Peer Advocacy Program Manager oversees the daily functioning of the WORLD Peer Advocate Program and reports directly to the Executive Director. The Program Manager provides administrative supervision by monitoring peer workloads and performance. WORLD peer advocates report directly to the Program Manager regarding work duties and daily attendance. She also provides mentoring to peers regarding client follow up, and other client-related activities. The Program Manager keeps program records and oversees the client database(s). She is the primary liaison between the Family Care Network, and monitors peer coverage of FCN clinics, providing troubleshooting between peers and clinic staff when needed. The Program Manager attends FCN case conference and Leadership Council Meetings to represent the WORLD peer program.

### **Job Duties:**

1. Supervise peer advocates by tracking peer participation in the program, checking in with each peer regularly, and providing yearly work evaluations.
2. Track new client intakes by collecting from referral sources and/or peer advocates and following up with peers to ensure clients are being served.
3. Provide FCN documentation to FCN and/or oversee FCN-wide database.
4. Provide regular individual check-ins for each peer regarding client contact, mentoring peers regarding client follow-up and other client-related activities.
5. Maintain other documentation related to peer advocacy (e.g. Records of Contact).
6. Monitor FCN clinic coverage and communicate with peers and case managers regarding coverage.
7. Attend monthly FCN case conference task force meeting and quarterly FCN Leadership Council meeting.
8. Ensure that peer program is represented in WORLD staff meetings and events.
9. Attend weekly peer group meetings led by the program consultant and report to the peers regarding administrative items when necessary.
10. Meet regularly with program consultant to troubleshoot peer/program issues and receive support and training in management and peer supervision.

### **Qualifications:**

1. High School diploma or equivalent.
2. Good verbal and written communication skills
3. Experience providing counseling, advocacy, supervision, leadership and/or mentoring to others.
4. Ability to keep a consistent schedule.
5. Minimum two years experience providing direct service or volunteer services to women living with HIV/AIDS or women who reflect the population of WORLD's community.
6. Experience, knowledge, and understanding of HIV/AIDS; living with HIV; and social and cultural issues related to living with HIV.
7. Experience with administrative duties such as computers, databases, filing, scheduling, and tracking services.
8. Attention to detail is a must.
9. Experience responding to clients in crisis.
10. Ability to work with peers using a problem-solving approach.
11. Ability to work with colleagues using a communicative and collaborative approach.
12. Team player and also able to work independently.



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13. Experience collaborating with other professionals particularly in the medical and substance abuse/mental health systems.
  14. Ability to embrace a community-based, peer-centered, harm reduction approach to working with WORLD's community of women and families living with HIV.
  15. Demonstrated interest in self-reflection and awareness of cultural issues in our community.



## **Family Care Network (FCN) Consumer Input Taskforce & Retreat Coordinator**

Report to: Executive Director

Status: Part-time (25 hours per week – hours will increase prior to, during and following retreats)

### **Salary:**

### **Description:**

WORLD is a member of a Ryan White Part D funded collaborative organization serving women, youth and children living with HIV/AIDS in Alameda and Contra Costa counties – the Family Care Network (FCN). The FCN has subcontracted with WORLD to facilitate and coordinate its Consumer Input Task Force (CITF). The CITF is comprised of women and youth living with HIV who are also consumers of the FCN services. The goal of the committee is to advise and give feedback to the FCN on their current services, identify unmet needs and issues that need attention or resolution, and help foster a sense of community among consumers receiving FCN services. Additionally, this part-time position will coordinate WORLD's semi-annual retreats for HIV –positive women.

The CITF Coordinator will be supervised by WORLD's Director of Training and Education and will work in cooperation with additional CITF support staff and the Peer Advocate team.

### **Duties and Responsibilities CITF:**

1. Facilitate CITF meeting with members, in conjunction with co-chairs.
2. Meet regularly with CITF co-chairs to review agenda and upcoming activities.
3. Liaison role with FCN management regarding the work of the CITF and relevant communication. Includes occasional verbal report to FCN.
4. Assist in logistics and scheduling of community events that CITF is involved in, such as tabling, public speaking and social events.
5. Work with WORLD support staff on the CITF project.
6. Coordinate food for CITF meetings and events.
7. Identify training topics that may be useful for the CITF and coordinate scheduling.
8. Track member incentives and make requests to ED for these funds as needed.

### **Duties and Responsibilities Retreats:**

1. With manager, determine and monitor the retreat budget;
2. Select and reserve a retreat site and transportation
3. Explore supportive and informative retreat activities
4. Recruit participants and qualified activity leaders (paid and volunteer service providers)
5. Enroll participants and process their applications
6. Organize the retreat schedule
7. Purchase necessary supplies and prizes
8. Prepare service providers and volunteers for retreat; supervise service providers and volunteers at the retreat
9. Print certificates for participants;
10. Prepare, supervise and analyze the evaluation segments with assistance from manager
11. Other duties as assigned based on needs of organization.

### **Desired Qualifications:**

1. High school diploma or equivalent.
2. Bilingual Spanish/English; Bicultural preferred.
3. Excellent interpersonal, oral and written communications skills.
4. Team player, self-motivated, able to work independently and on a team.



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5. Firsthand knowledge in HIV/AIDS issues.
  6. Experience facilitating meetings and trainings.
  7. Experience planning and implementing events.
  8. California Driver's License and access to car preferred but not required.



## HIV University Coordinator

Reports to: Executive Director

Status: Part-time (20 Hours/week)

**Salary:**

### **Responsibilities:**

1. Outreach and recruitment of HIV U participants.
2. Prepare and administer applications and pre-test.
3. Coordinate planning meetings.
4. Plan and coordinate (or supervise volunteer coordination of) Open House.
5. Plan/mentor Deans' planning for classes.
6. Participate in classes
7. Mentor volunteer Deans (Dean of Instructors, Dean of Students, Dean of Nutrition) to ensure program has speakers, food, transportation and childcare
8. Ensure students get linked to case management and/or peer advocacy.
9. Plan and coordinate (or supervise volunteer coordination of) graduation event.
10. Maintain participant database
11. Prepare and print graduation program.
12. Prepare and print diplomas and certificates of thanks.
13. Oversee graduation celebration.
14. Conduct formal program evaluation. (In coordination with UC research team.)
15. Other duties as assigned based on needs of organization.

### **Qualifications:**

1. Familiarity with and commitment to WORLD's mission (information, support, advocacy and education for HIV+ women and their loved ones)
2. Good at communicating with individuals
3. Good at communicating with and facilitating groups
4. Experience organizing/coordinating events
5. Knowledgeable about HIV disease, treatments and resources (or strong commitment to learn)
6. Must be courteous, friendly, and enthusiastic about learning and working with people from diverse backgrounds.
7. Must have basic computer skills (word processing, e-mail). Additional computer skills (i.e. database, graphic design) helpful but not required.
8. Bilingual (Spanish/English) a plus, but not required.
9. College-level education a plus, but not required.

*WORLD is an Equal Opportunity employer. We actively seek applications from people living with HIV/AIDS and other disabilities, women, and people of color.*





## Peer Advocate Job Description

Reports to: Program Manager

**Status:**

**Salary:**

The role of the Peer Advocate is to provide a bridge between providers and clients (HIV-positive women) that facilitates the medical and psychosocial care of the client.

The Peer Advocate works in a team setting as one component of the clients coordinated care. However, the Peer Advocate is an advocate for the client, and maintains a relationship with the client that fosters trust and understanding distinct from a provider role.

The peer Advocate is expected to serve as a role model who provides reliable information, appropriate referrals, and emotional support to women who are infected with HIV or AIDS. Peer Advocates also help clients access services (medical, emotional, economic, and legal) and sometimes accompany clients to appointments or arrange for transportation as needed.

### Required Qualifications:

1. First hand understanding of issues related to living with HIV or AIDS.
2. Familiarity with AIDS services in the city of \_\_\_\_\_.
3. Ability to work as part of a team, with other Peer Advocates at our Agency and with health care providers in clinical settings.
4. Honesty and genuine compassion for individuals living with HIV/AIDS.
5. Ability and willingness to accept direction from supervisor.
6. Good oral and written English communication skills.
7. Good telephone skills
8. Comfort with the diversity (ethnicity, sexual orientation, socioeconomic status, etc.) of our multicultural community.
9. Ability to maintain required work schedule, be on time, keep work area neat and be accountable for how time is used.
10. Ability to use good judgment regarding confidentiality issues.
11. At least one year clean and sober if addiction has been an issue.
12. Ability to advocate for clients by bringing concerns about services to providers' attention.
13. Ability to help clients identify risk reduction strategies (safer sex, drug treatment, needle exchange, etc.)
14. Strong knowledge of HIV disease, treatments, and substance abuse issues.

### Preferred Qualifications:

1. Basic computer proficiency (email, word processing)
2. Prior peer experience or peer education training.
3. Prior experience with record keeping and documentation.
4. Training certificate in HIV 101, Peer Education/Advocacy, HIV treatment is preferred but not required.

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## **FAMILY CASEWORKER/PEER ADVOCATE (Christie's Place)**

### **DESCRIPTION OF DUTIES:**

This position reports to the Program Manager. Duties include outreach to HIV positive women of color who are newly diagnosed or have fallen out of care. Role includes conducting informal assessments of client's need for primary care/treatment and/or supportive services, early intervention/diagnosis information, peer based counseling, information based and hand-in-hand assistance in accessing appropriate services.

#### *Specific Duties Include:*

1. Conducting single session outreach groups/workshops to the target population throughout the County of San Diego.
2. Implementing a countywide outreach plan for women of color including venue based activities
3. Establishing and maintaining linkages with existing Access & Outreach providers and programs
4. Interviewing program participants at intake including client orientation, referrals, case documentation and follow-up
5. Conducting informal assessments of client's need for primary care/treatment and/or supportive services, early intervention/diagnosis information, peer based counseling, information based and hand-in-hand assistance in accessing appropriate services.
6. Providing service and/or referrals to clients and their families to social service activities designed to meet their needs. Identifying, developing and maintaining linkages within the system of care and outside of Ryan White.
7. Providing one-on-one emotional support for clients.
8. Assisting clients in navigating the Ryan White CARE Act service system and assisting clients in overcoming barriers to accessing services.
9. Working in coordination with case management services.
10. Preparing program materials and correspondence as required. Maintaining client demographic and service utilization data on automated systems.
11. Maintaining confidentiality of all materials

### **POSITION REQUIREMENTS:**

The employee must be able to perform the following tasks, among others:

1. Knowledge of HIV infection related social and emotional issues
2. Demonstrated competency in working with culturally diverse, low income or no income clients and special populations required
3. Ability to work well with people and possess strong customer service skills
4. Well organized and detail oriented
5. Strong interpersonal and communication skills, in person and on the telephone
6. Experience in assisting clients in social services and health care access
7. Knowledge and experience in providing HIV/AIDS education and information is preferred.
8. Ability to speak and write Spanish fluently preferred.

