

Client Eligibility Navigator

Western North Carolina AIDS Project (WNCAP) is dedicated to preventing new cases of HIV/AIDS and provides HIV-related client support, prevention, education and advocacy activities guided by the belief that all people are entitled to equal access to health care. WNCAP employs 40+ people and has 3 locations in Western NC.

Working under WNCAP's Pharmacy Services Coordinator, the Client Eligibility Navigator (CEN) provides case management and outreach to referrals for biomedical HIV prevention and HCV treatment, including regular check-ins to engage clients in care and sending/following up on referrals to appropriate medical providers. The CEN assesses clients' eligibility for programs by interviewing clients and obtaining all necessary data and supporting documentation for applications in a complete, accurate, and timely manner, and in accordance with programmatic guidelines and WNCAP policy.

The CEN will assist with other tasks as-needed, and provide back-up for the department by cross training with other employees. Travel is required for trainings, conferences, meetings, client home visits, and client medical appointment transportation. WNCAP is currently limiting work-related travel and most meetings are conducted virtually as a COVID-19 precaution. Some face-to-face interaction with clients is required, but will be kept to the minimum necessary and personal protective equipment will be provided by WNCAP while the pandemic is ongoing.

This is a full time nonexempt position. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch. Remote work will be required on an as-needed basis, with home office located in Asheville.

Duties

Job duties include, but are not limited to:

- Interview clients, complete paperwork, and process program enrollments for Pharmacy Services.
- Provide treatment referrals based on evaluation of clients' unique needs.
- Provide case management/client navigation, including medication adherence check-ins, case notes, and scheduling/providing transportation for related medical appointments.
- Request and maintain records for 340B program compliance.
- Act as primary liaison between clients and pharmacies.
- Complete, submit, and monitor Patient Assistance Program applications for uninsured clients to obtain treatment medications.
- Complete, submit, and monitor other medication assistance applications, including NC HMAP (formerly ADAP).
- Educate the community about PrEP & PEP, including tailored presentations to diverse audiences and tabling events, requiring public speaking.
- Facilitate meetings with staff and community partners, as-needed, including committee meetings.
- Attend relevant offsite meetings on behalf of WNCAP, collaborating and building relationships with community partners.

Requirements

4 year degree from an accredited College or University; or

Associate Degree with 2 years experience in a related field; or

4 years experience in pharmacy, 340B, case management, or related human services fields; or

Other equivalent combination of education and relevant experience; and

- Proficiency with computers, including Microsoft Office (Excel and Word experience required, familiarity with PowerPoint preferred), Google Drive, Gmail, and data entry/tracking
- Ability and willingness to work remotely as-needed, requiring internet access at home
- Precision and attention to detail are essential to this role
- Ability to multitask

- Excellent written and verbal communication
- Team player with ability to work independently with minimal supervision
- Respectful interaction with diverse populations and marginalized communities, including people who use substances
- Ability and willingness to work under challenging situations
- Knowledge of HIPAA
- Valid driver's license, vehicle liability coverage, and use of reliable personal vehicle during scheduled work hours
- Working knowledge of 340B program rules and regulations (340B University On-Demand completion certificate strongly preferred)
- Working knowledge of medication assistance programs
- Working knowledge of biomedical HIV prevention and care strategies, including PrEP & PEP, and Hepatitis C treatment basics
- Bilingual English/Spanish, preferred but not required
- Public speaking experience, preferred but not required

Physical Requirements

- Must be willing and able to spend long periods of time in stationary position working at a computer
- Must be able to lift at least 25 pounds

Compensation and Benefits

The Client Eligibility Navigator is a full-time nonexempt position based out of WNCAP's Asheville office, located at 554 Fairview Road, Asheville NC 28803. In-office and remote working capabilities are required for this position. Starting salary range is \$34-36k/year. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch. Dress code is business casual. WNCAP is a certified living wage agency.

Benefits include:

- Partial employer-sponsored health and dental insurance
- Vision insurance
- Employer-sponsored life insurance
- 403(b) Retirement Savings Plan with Employer Contributions
- Paid time off
- Paid holidays

WNCAP is an equal opportunity employer. We strive to foster a workplace that supports and amplifies a diverse array of voices and experiences. We strongly encourage women, people of color, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, people living with HIV, and veterans to apply.

Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, disability, ancestry, marital status, veteran status, medical condition or any status protected under local, state or federal laws.

To Apply

For consideration for this position, please submit a resume and cover letter detailing your interest in WNCAP and this position, including "Client Eligibility Navigator" in the subject line, to: employment@wncap.org

Please note that due to the high volume of applications, we cannot respond to all correspondence received.