

AREA AGENCY ON AGING, REGION ONE
POSITION DESCRIPTION
RYAN WHITE PART A CENTRAL ELIGIBILITY SPECIALIST

DEFINITION: Under the supervision of the HIV Care Directions® Program Director provides eligibility intake for, renewal for and information regarding Ryan White Part A services to HIV positive individuals of all ages.

I. MAJOR DUTIES

- A. Assist individual clients with Central Eligibility (CE) intakes and/or renewals in order to utilize Ryan White Part A (RWPA) services
- B. Provide information regarding RWPA services
- C. Screen for and assist with application for health insurance programs including but not limited to: AHCCCS, Medicare, Federally Facilitated Marketplace and private insurance (employer or individual)
- B. Assist clients by answering questions in person, via phone, email or mail
- C. Enter individual client information and service data in CAREWare
- D. Distribute incoming faxes; preparation of letters and forms to clients; preparation of outgoing mail, bulk mailings and process in-coming mail per RWPA procedural timelines
- E. Maintain client log and update status of CE application in a timely manner per RWPA procedural timelines
- F. Prepare individual client CE files
- G. Provide CE service to individuals in their home setting, hospital or the location of their choice as needed
- H. Maintain inventory of essential CE forms, ordering materials in a timely manner
- I. Communicate with RWPA providers and community partners regarding the status of eligibility applications as needed

II. OTHER DUTIES

- A. Other duties as appropriately assigned
- B. Staff must perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service
- C. Participate in fundraising activities for the program

III. QUALIFICATIONS

One year experience working in an office environment; background in social services with interest in HIV preferred; ability to work well in a busy environment and maintain excellent customer service in a professional manner; professional and courteous telephone manner; effective oral and written communication skills; ability to physically write and visually read; ability to utilize personal computer; typing 40 wpm; ability to drive and availability of personal vehicle, driver's license and automobile insurance; have or able to obtain level one fingerprint clearance card; bi-lingual Spanish & English desirable; bilingual staff need to be fluent in English.

For Intake Specialist: Social Worker with minimum BSW, or related degree preferred; or 1 year previous experience in case management or social services.

For Renewal Specialist: High school graduate; AA degree preferred.