



Baltimore City Health Department Sexual Health and Wellness Clinic

Patient Advocate

City job profile: Community Health Educator II

Application can be found here:

https://baltimorecity.wd1.myworkdayjobs.com/en-US/External/details/Community-Health-Educator-II---Baltimore-City-Health-Department_R0010945?q=community%20health%20educator%20II

Job listing is titled "Community Health Educator II"

Or here: [The City of Baltimore Job Opportunities \(myworkdayjobs.com\)](https://www.baltimorecity.org/job-opportunities)

Select: "Employment Opportunities" and search for "Community Health Educator II"

Job posting expires: February 15, 2025

Overview: Patient advocates work in the Baltimore City Health Department (BCHD) Sexual Health and Wellness clinics (SHWC) and serve as a critical resource for individuals affected by HIV/AIDS, Hepatitis C, sexually transmitted infections (STIs), and those seeking pre-exposure prophylaxis (PrEP) for HIV. The patient advocate role is multifaceted, encompassing non-medical case management, insurance documentation and coordination, advocacy, education, resource coordination, and emotional support to ensure holistic care for clients irrespective of their HIV status or STI treatment and prevention needs.

Key responsibilities include but not limited to:

- Review and ensure completion of all insurance and other third payer documents, including MADAP, Medicaid/Medicare, or private insurance. Initiate and complete paperwork for patient assistance programs medications (including but not limited to HIV/PrEP/Hepatitis C medication) and ensure paperwork is submitted in a timely manner.
- Schedule patient visits, including new patient appointments, follow up visits, rescheduling of missed appointments, laboratory tests, and/or other medical appointments
- Conducting follow-up with clients through reminder calls/texts/MyChart as it pertains to their clinical care in the Sexual Health and Wellness Clinics including obtaining updates on their medical status, address barriers or challenges to accessing care, assess their ability to maintain appointments, or assess medication adherence.

- Conduct thorough assessments of clients' needs, including social, economic, and healthcare-related factors, conduct individuals care plans, and refer to community partners and assist with patient navigation as appropriate.
- Provide reports on patient panel to manager and medical providers as needed.
- Coordinate with other members of the clinical team to ensure a smooth and effective patient experience. This includes coordination with medical providers, and clinician and non-clinical staff, and participation in staff meetings.
- Community engagement activities such as attending community events, providing educational materials, providing information about the BCHD clinics
- Other duties as assigned

MINIMUM QUALIFICATION

On or before the date of filing the application, each candidate must:

EDUCATION: Have A bachelor's degree in public or community health education from an accredited college or university.

AND

EXPERIENCE: Have one year of experience performing public or community health education.

OR

EQUIVALENCY NOTES: Have an equivalent combination of education and experience.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the principles and techniques of community health education.

Knowledge of facts and prevention of a wide variety of diseases, such as HIV/AIDS, STD and Tuberculosis.

Knowledge of individual and group behavior.

Knowledge of community, group and organization dynamics.

Skill, in certain designated positions, in speaking, translating, reading and writing a non-English language utilizing specific established rules pertaining to such factors as spelling in letters or characters in a Latin or non-Latin-based alphabet or writing system, word meanings, sentence structure, grammar, pronunciation, punctuation and other related language mechanics.

Ability to develop health education and promotion programs.

Ability to utilize the computer and common business presentation software packages to prepare community health education and promotion materials.

Ability to conduct community Health presentations.

Ability to deal with community groups and organizations.

Ability to communicate effectively, both orally and in writing.