

SOUTHERN ARIZONA AIDS FOUNDATION

Associate Director of Care Services

Job Description

Scope of Work: The Associate Director of Care Services, in coordination with the Director of HIV Care and Housing Services, provides overall direction, oversight, and supervision of the Case Management, Quality Assurance and Support Services programs for SAAF's Care Services Department. The Associate Director of Care Services is a full-time, exempt position that requires a flexible schedule that may include some evenings, weekends, and holidays.

Functional Responsibilities:

- Responsible for hiring, training, and supervising the Care Services Manager, Quality Assurance Manager, and the Support Services Manager.
- Responsible for program development, implementation and evaluation of the case management standards and services.
- Responsible for group supervision of the Case Management, Support Services and Quality Assurance teams.
- Assists Director of HIV Care and Housing Services in the preparation of program budgets and funding applications, including researching, writing, and editing.
- Mediates client issues as appropriate and provides guidance to case management and support services staff for clients not in service or at risk for leaving service.
- Provides direct service to clients in crisis and/or with high-level clinical issues.
- Coordinates client education and life-skill training for program participants.
- Works with Director of HIV Care and Housing Services and area housing, medical, and social service providers to assess implications of changes in demographics, entitlements, and services to best utilize existing community social service resources.
- Ensures ongoing development of professional competencies, cultural competency, and HIV knowledge of case management, clinical services, and department staff by identifying and addressing training needs.
- Attends and participates in appropriate meetings with current and potential collaborating agencies and funding sources as required.
- Interfaces with community service providers to coordinate services provided by other community agencies at SAAF and by SAAF at other community agency locations.
- Assists with identifying and addressing case management needs within the client database systems.
- Provides oversight and supervision of case management services' quality assurance activities.
- Participates in collaborative client staffing in-house and with community service providers as needed.
- Provides consultation to agency staff on service needs related to case management, mental health, substance abuse, and client services as applicable.

- Serves as a member of managers' team to provide direction for department and agency services.
- Provides direct services to clients as needed.
- Performs other duties as assigned.
- Reports to the Director of HIV Care and Housing Services.

Minimum Qualifications:

- Minimum of three years in social services, community health, or related field and work experience in housing, clinical, and/or social service settings.
- Minimum three years' supervisory experience.
- Excellent verbal and written communication and organizational skills.
- Excellent interpersonal skills, sensitivity to cultural and personal diversity.
- Appropriate fingerprint clearance through the Arizona Department of Public Safety (paid for by SAAF if not current).
- Access to reliable transportation, a valid AZ Driver's License and a driving record that will be supported by our liability insurance provider.
- Proof of COVID-19 vaccination, with the possibility of applicable and approved exemption accommodation request.

Preferred Qualifications:

- Good knowledge of HIV/AIDS issues.
- Experience working with homeless, substance abuse, and mental health issues.
- Experience working with Tucson social service community.
- Experience in program development and program management.
- Capable of problem solving and working independently.
- Competency in Microsoft Office applications and knowledge of database systems.
- Bilingual (English/Spanish).

Compensation: Salary range of \$50,179 to \$62,724 based on experience; benefits include health, dental, and life insurance; long- and short-term disability insurance.

To Apply: Submit letter of interest, resume with dates of employment, and names, addresses, and phone numbers of three professional references to the Director of People and Culture, Southern Arizona AIDS Foundation, 375 S. Euclid Ave., Tucson, AZ, 85719, email to hr@saaf.org or visit www.saaf.org. Open until filled.

Affirmative Action: The Southern Arizona AIDS Foundation is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

People who have used drugs, current or former sex workers, people of color, women, members of the LGBTQIA communities, those who have experienced housing insecurity, people who have received harm reduction services, and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.

Start Date: As soon as possible.