



Treatment Adherence Specialist

REPORTS TO: Treatment Adherence Program Manager

SUPERVISEES: Peer Navigators

EMPLOYMENT STATUS: Full-time Regular, Non-Exempt

PRIMARY FUNCTION

Treatment Adherence Specialist (TAS) will be responsible for implementation of the The Alliance Treatment Adherence Program, and operation of the Pharmacy Access Centers at one or more of The Alliance sites (CASA Washington Heights, Midtown Central, and Pelham Grand Housing in the Bronx.) The TAS will build client relationships, present pharmacy service options, facilitate information gathering and relay to pharmacy, and conduct individual and group level interventions. The TAS also acts as a liaison between The Alliance staff and Pharmacy team with the overall goal of successfully engaging patients in medical care and support services to increase viral suppression and health outcomes.

DUTIES AND RESPONSIBILITIES:

- Conduct treatment health education intakes, assessments, reassessments, and service plans for clients enrolled in the treatment health education program.
- Manage existing and promote new patient relationships—with adherence screening tools to identify treatment adherence issues, and enrollment in Pharmacy
- Provide education on treatment side effects, adherence strategies, nutrition, and related topics
- Provide individual and group counseling sessions on HIV Education and Treatment Adherence including building a relationship with medical provider, initiating treatment, adherence strategies, side effects, drug interactions, clinical trials, and nutrition.
- Triage patients medication and insurance related questions; connect patient with pharmacist when needed
- Manage calls to and from patients requesting additional information: communicate timing of service/delivery, complete medication profile information, or relaying information to/from members of the patients care team
- Coordinate medication pick-up or home delivery and occasional local delivery
- Coordinate patient-centered DOT schedules tailored to patient needs (e.g., daily, weekly, monthly either at The Alliance community center near medical facility or in the home)
- Document treatment adherence service provision (medication cycles and refills; 1:1 education; DOT; etc.) and track primary care status measures: TCell, VL, appointments with medical provider
- Case conference with The Alliance staff, Pharmacists, medical providers and mental health specialists
- Collaborate with The Alliance and Pharmacy staff to implement specialist programming events and provide treatment updates to staff and patients.
- Provide care coordination and referrals as needed
- Supervise peers, as required, who can assist with daily Pharmacy Access Center operations, co-facilitate groups and trainings, conduct escorts, etc.
- Attend individual and group clinical and administrative supervisory sessions, unit meetings, and other related staff meetings at The Alliance.
- Attend a minimum of two agency events for clients and one agency fundraising event every 12-month period.
- Other duties as required to meet the agency and /or various unit missions.

QUALIFICATIONS: The Treatment Adherence Specialist will have High School diploma/GED and two years' experience (or equivalent) working on health and treatment issues. Outstanding customer service skills, basic skills/knowledge in Microsoft Office, and a high degree of professionalism with respect to sensitive medical issues and information. Bilingual Spanish is required. The TAS must be knowledgeable about the range of HIV treatment issues, medication side effects, interactions with other drugs; and be able to communicate effectively with patients.