



Equitas Health

Department & Position Overview

Thank you for your interest in joining Equitas Health!

Our current job listings do not always reflect the wide range of career paths available at Equitas Health. Please review the department and position summaries below. If you see a position or department that might suit your career goals and skill set, please forward a copy of your resume to careers@equitashealth.com. Be sure to include the department and position of interest in your email.



ADMINISTRATIVE | Our Administrative Department covers a broad spectrum of support and front-line roles that are vital to the organization. These roles provide high quality support and care to our clients and employees.

Call Center Agent

Reporting to the Call Center Manager, the Call Center Agent answers a high volume of incoming calls from clients, patients, and the general public in a professional and courteous manner. Deals with a multitude of different questions or requests from callers and transfers calls to the appropriate departments and/or individuals as necessary. Determines the nature of the call and takes all possible action to ensure the provision of excellent customer service upon first contact.

Call Center Manager

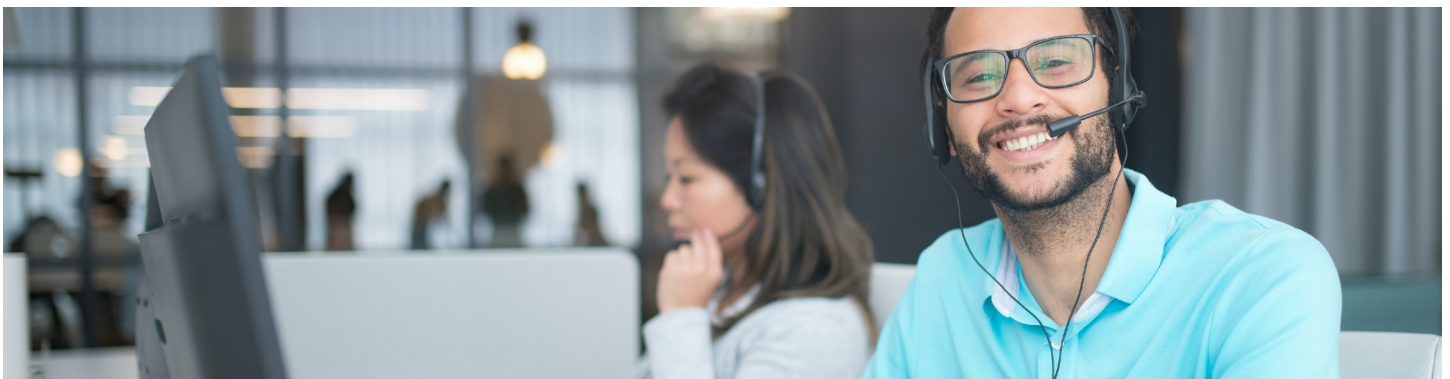
Oversees the day-to-day operations of the Call Center staff and ensures that services are provided in a high-quality, customer-centered manner. Through leadership, training, development, and organization of call center personnel, the Call Center Manager ensures customer requirements are met and resources are maximized to their full potential. Coordinates the functions of the Call Center and promotes effective communication and performance of duties that support the entire organization and all departments/programs. Ensures excellent customer service is provided at all times to all callers and that inbound calls are routed as efficiently and effectively as possible.

Executive Assistant

Creates time efficiencies and manages the schedules for the executive team at Equitas Health. Promotes the corporate image by representing the executive team internally and externally. Serves as liaison between executives, employees, and stakeholders. Works closely with all C-Level staff to assist with the operational functions of the agency.

Grant Writer

Performs activities related to the pre-award phase of funding for Equitas Health Medical Centers. At the direction of the Manager of Government Grants, assesses internal funding needs, writes grant proposals, and supports the implementation of new grant-funded projects. The majority of the work will focus on federal, state, and local public funders. This position supports the medical, pharmacy, dental, infectious disease, prevention, health advocacy, and other services provided by Equitas Health.



BRAVO | A program of Equitas Health, the Buckeye Region Anti-Violence Association (BRAVO) offers trusted and private support at no cost. BRAVO links survivors of hate and bias violence, discrimination, and intimate partner violence with people and programs that respect them as a person, honor their limits, and put their safety first. Their terms. Our support.

Outreach and Training Coordinator

Coordinates and conducts outreach, community engagement, and training program administration services for the BRAVO program within the Client Advocacy department at Equitas Health. The BRAVO program provides anti-violence services to the LGBTQ+ population in Ohio.

Survivor Services Advocate

Provides direct case management and advocacy to survivors of hate/bias violence, domestic violence, sexual assault, and stalking in the LGBTQ+ community through phone and in-person advocacy and support and linkage to services in various cities throughout the southwest region of Ohio. Assesses client's need for safety, develops care plan, and performs ongoing monitoring.

CLIENT ADVOCACY | Our Client Advocacy Department supports clients by providing case management and housing management services at Equitas Health. Client Advocacy staff identify and assist people living with HIV who need case or housing management services, with a focus on improved health outcomes, housing stability, employment, and income throughout the state of Ohio.

Associate Director of Health Advocacy

Collaborates with the Director of Health Advocacy to plan, direct, coordinate, and oversee activities in the Health Advocacy Department, focusing on the development and implementation of Ryan White (RW) case management strategies to meet current and future needs of Equitas Health's clients and communities. Supports the Director of Health Advocacy in the leadership and implementation of the department's comprehensive and innovative RW medical and non-medical case management strategies; people-first personnel leadership; quality improvement, onboarding and continuing education initiatives; ongoing development of standard operating procedures; full-cycle grant administration; and other interdepartmental assignments as needed.

Benefits Navigator

Determines client eligibility and assists with enrollment in the Ohio AIDS Drug Assistance Program (OHDAP) and Ryan White local and state programs, including preauthorization, certification, and recertification requirements through Ohio. Connects clients to Medicaid, Medicare, Qualified Health Plans through the Federal Marketplace (part of the Affordable Care Act), subsidies, and any other insurance opportunities for persons living with HIV who need health insurance services in Ohio.

Director of Health Advocacy

Plans, directs, coordinates, and oversees activities in the Health Advocacy Department, ensuring development and implementation of Ryan White (RW) case management strategies to meet current and future needs of Equitas Health's clients and communities. Leads the department's comprehensive and innovative Ryan White medical and non-medical case management strategies. Provides people-first personnel leadership, quality improvement, onboarding, continuing education initiatives, ongoing development of standard operating procedure, full-cycle grant administration, and leads other interdepartmental assignments as needed.

Health Advocate

Assists with the provision of continuity of care for clients in case management services at Equitas Health and with the identification of those living with HIV needing case management services in central Ohio. Operates in accordance with the established professional standards and guidelines as stated by the Ohio Revised Code and put forth by the Ohio Counselor, Social Work and Marriage and Family Therapist Board. Gathers all necessary components of the Ohio HIV Drug Assistance Program (OHDAP) application and ensures thorough completion before submission to ODH. Assists Case Managers with data entry of intakes, outcomes, and disbursements in the databases. Maintains client files and records and provides data for federal, agency, and board purposes. Ensures that all received fax documents are distributed to appropriate Case Managers or filed as appropriate. Completes accurate and up-to-date data collection, reporting, and related documentation as assigned by supervisor.

Housing Advocate

Assists clients in obtaining/maintaining safe, affordable housing by conducting intakes, performing eligibility checks, locating and completing applications for housing, assisting applicants with housing subsidy programs and procedures, and assisting with the recertification and relocation process.

Housing Case Aide

Maintains appropriate referral sources and contact persons for client access to community-based services such as housing, nutritional assistance, transportation and social functions that help increase the ability to remain independent in the community.



Housing Program Manager

The Housing Program Manager identifies and assists people living with HIV who need case management services, with a focus on improved health outcomes, housing stability, employment and income attainment.

Medical Health Advocate

Provides high quality case management for clients and their families by assisting them with access to medical services, health insurance, Ryan White benefits, and other resources and services to improve health outcomes, housing stability, and employment and income. Medical health advocates conduct comprehensive psychosocial assessments for people with HIV/AIDS seeking services at intake and complete update assessments bi-annually and as needed. Assists clients in completing and submitting all necessary documentation related to these assessments.

PAPI Claims Processor

Ensures the accurate and timely submission of data into the Ohio Department of Health's online third-party payer system for the payment of client medical expenses.

DENTAL | We currently operate dental clinics at our Dayton Medical Center and our King-Lincoln Medical Center in Columbus.

Dental Assistant

Supports the dentist in delivering primary dental care. Prepares equipment and workplace for use and contributes to supportive atmosphere for dental patients. Uses chairside, four-handed dentistry techniques.

Dentist

Provides comprehensive and appropriate dental care and treatment to patients. Provides supervision to Dental Assistant(s) and Dental Hygienist(s) as assigned.



DEVELOPMENT | Our Development Department is responsible for maintaining donor relationships, organizing charitable giving events, and acquiring corporate sponsorships and government grants.

Community Relations Manager

Assists with the coordination of all community relations and engagement efforts related to the expansion services throughout all Equitas Health regions. Creates internal and external partnerships, community events, Pride festivals, and donor relationships to increase Equitas Health's reach to communities.

Development Coordinator

Provides critical leadership in the tracking, processing, acknowledgment, and reporting of all charitable contributions received by Equitas Health. Ensures donor information is accurate, kept confidential, and related reports are available as needed. This person also has oversight of all research activities related to current and potential new donors and for analytics associated with identifying donor behavior and preferences. Works closely with various internal stakeholders outside of Development.

Director of Development

Serves as Equitas Health's lead fundraiser and business development professional. Secures philanthropic revenue by cultivating relationships and soliciting individual donors, corporations, and foundations for annual, major, and long-term support. Additionally, this position identifies and builds business development opportunities.

Volunteer Coordinator

Compiles, maintains, and reports the monthly volunteer / intern hours, including detailed monthly hours tracking, reporting, and economic impact for the agency. Maintains annual Excel documents. Conducts monthly New Volunteer Orientations, creates SignUp pages for trainings (and special events), and serves as liaison with the Marketing Department to maintain live links from the Equitas Health website. Maintains Volunteer Voice Audience List for Volunteer Voice Newsletter. Prepares and sends Newsletter and contact list for Urgent Need requests on behalf of the agency. Maintains Volgistics database of Interns, Volunteers, and Unpaid Staff with all required compliance documents. Archives inactive volunteers as necessary. Acts as liaison between volunteers and the agency to ensure that staff are prepared for the arrival of volunteer groups, that all necessary tools, resources, and materials are readily available, and that all affected staff understand details and expectations. Assists in the planning, implementation and logistical support for all special events, including Art for Life, RED Dayton, AIDS Walk Ohio, Masquerade, Transforming Care Conference, EH agency programmatic events, and any volunteer appreciation events. Works closely with Director of Events to assess the volunteer needs for each event. Screens volunteers based on experience and skill level and ensures that each volunteer receives the trainings and the tools they need to complete the assigned task(s).

Volunteer Manager

Works with appropriate staff to ensure volunteers receive required training in their area of service. Manages Volunteer Coordinator role and responsibilities. Serves as on-site Volunteer Supervisor for numerous special events and fundraisers, including but not limited to PRIDE events across Ohio, Art for Life, AIDS Walk Ohio, Masquerage, RED Dayton, Transforming Care Conference, Safe Point – Community Clean Ups, and other volunteer events with community, corporate, and academic partners. Coordinates off-site volunteer activities with OSU student groups and community & corporate partners to support Equitas Health programs. Conducts monthly New Volunteer Orientations, creates SignUp pages for trainings (and special events), and serves as liaison with the Marketing Department to maintain live links from Equitas Health website.

DIVERSITY, EQUITY, & INCLUSION | Our Office of Diversity, Equity, & Inclusion is committed to building a workforce that reflects the communities we serve and cultivating an equitable and anti-racist agency that embodies our “Care for All” motto with all stakeholders.

Program Manager of Culture & Climate

Responsible for training, education, and assessment; increasing agency-wide cultural awareness/humility; and co-leading equity initiatives and committees. Supports these efforts on a statewide and regional level as required. For reference, 75% of this role will be preparing and presenting DEI content, curriculum design, training standardization, and assessment. 25% will consist of education and awareness opportunities for our stakeholders. Manages the 12-part anti-racism series (and other series) for the agency. Co-creates and leads quarterly anti-racism leadership development cohorts with the Director of Diversity, Equity, & Inclusion. Presents and develops internal training and workshop portfolio around anti-racism, equity, social change/justice, and other DEI topics as requested. Works to eventually create and implement tracks or scalable learning development programs specific to DEI and anti-racism. Provides one-on-one DEI and anti-racism coaching to people leaders and other staff.

Program Manager of Health Equity

Creates organizational-wide health equity metrics. Support patients and staff through the creation of equitable resources, guides, and training tools, and deliver culturally humble education and coaching to people leaders. Support these efforts on a statewide, regional, and national level as required. For reference, 75% of this role will be preparing and presenting health equity standard metrics, reference guides, training, education and awareness for patients and clients. 25% will consist of creating and presenting reports as well as organizing public health equity summits. Develop, coordinate, and manage annual internal and external health equity workshops with people leaders and population health partners. Additional workshop topics include social determinants of health, implicit bias, systemic and institutional racial bias, and how to implement system changes in clinical settings to improve care, patient experience, and health outcomes. Develop and present internal trainings and workshops around health equity, social change, and other DEI topics as requested.

Program Manager of Organizational Development

Manage programs and create interventions that aid in the short- and long-term personal and professional development of employees, managers, and teams. Aid in staff development through leadership development programs, employee and team coaching, strengths-based development, and agency-wide training and education. To build human capital and a strong development and learning culture, the Program Manager will work collaboratively with the Associate Director and other leaders to ensure organizational development programs and initiatives further agency priorities and achieve outcomes. Additionally, the Program Manager will create and assess key performance metrics to enable accurate and valid measurement of workforce performance, while identifying areas for improvement. This role will support these efforts on a statewide, regional, and national level as required.

Program Manager of Retention & Belonging

Responsible for managing programs and creating interventions that aid in the recruitment, retention, and advancement of minoritized employees. Support these efforts on a statewide, regional, national, and international level as required. Work collaboratively with HR and the director of DEI to create a BIPOC Candidate Pipeline Program that supports Equitas Health's diversity priorities, co-create innovative recruitment strategies with the director and HR, with a focus on BIPOC and other historically minoritized communities. Develop sustained relationships with regional leaders, teams, groups and organizations to increase our recruitment efforts. Work collaboratively with people leaders to aid them in better supporting their employees.



EQUITAS HEALTH INSTITUTE | The Equitas Health Institute is the education and research arm of Equitas Health. We offer culturally competent education programs in healthcare and corporate settings, focusing on reducing health disparities in the LGBTQ+ community.

Associate Director of Research

Supports the overall goal of the research initiatives of the Institute to support/conduct/develop research practices grounded in evidence-based and evidence-informed best practices that produce knowledge that is anti-racist, sexist, classist, ableist, homophobic, transphobic, etc. with the ultimate goal being the reduction of health disparities in marginalized communities. The Associate Director of Research leads these efforts on a statewide, regional, national and international level as required. The Associate Director of Research will lead the organizational efforts in research programming and activities that actively engage the LGBTQ+, marginalized populations with an emphasis on racial minorities, and HIV positive communities.

Community Engagement Coordinator

Responsible for coordinating community outreach efforts for the Prevention Department in conjunction with the Equitas Health Institute. Coordinates day-to-day activities by working with program staff and supervising volunteers and interns as needed. Coordinates culturally competent community engagement activities for the Prevention Department and the Equitas Health Institute. Attends and staffs expo tables at community events to promote the services within the Prevention Department and the Equitas Health Institute. Provides ongoing supervision to volunteers and interns. Schedules HIV testing and outreach events in communities and at office sites in conjunction with existing testing efforts.

Lead Trainer

Responsible for delivering and promoting exceptionally high quality LGBTQ centered health education and training to internal staff and external clients. Responsible for managing all aspects of the Ohio LGBTQ Health Resource Guide. Responsible for maintaining the Institute Facebook page, Institute blog and writing additional articles, copy, print media, etc. as required. Conducts trainings to staff in case management, prevention, medical and administrative settings annually and as required.

Research Associate

Supports the research efforts of Equitas Health. Must be comfortable with public health scholarship and research methods (quantitative, qualitative, policy), comfortable with various constituencies, and able to communicate effectively both verbally and in writing. Organizes research and activities that actively engage the LGBTQ+ community, people living with HIV, and people experiencing health disparities. May require travel throughout the regions served by the organization.

Research Intern

Supports the research efforts of Equitas Health. The Research Intern must be comfortable with public health scholarship and research methods and comfortable with various constituencies. Must be able to communicate effectively both verbally and in writing. Travels throughout the organization's regions. Supports the organization's research programs and activities that actively engage the LGBTQ+ and HIV positive communities. This effort will extend the reach of the agency's programs and resources and expand the diversity of the agency's audience.

EXTERNAL AFFAIRS | The External Affairs team plays a critical role in advancing Equitas Health's mission by monitoring and addressing legal and societal concerns that impact the health and well-being of LGBTQIA+ individuals and marginalized communities. This dedicated team works closely with policymakers, community leaders, and other stakeholders to develop and implement effective strategies that promote equitable access to healthcare and address systemic barriers to health equity.

Community Relations Manager

Has overall operational responsibility for generating, promoting, coordinating, scheduling, and delivering the community engagement activities of the Institute for LGBTQ+ Health Equity. They support these efforts on a statewide, regional, national and international level as required. The ultimate goal is the reduction of health disparities in the LGBTQ+ population. Directs community engagement initiatives related to planning, coordination, promotion and implementation of Institute conferences, summits, workshops, etc.

Director of External Affairs

Reports to the Chief Operating Officer and is responsible for setting the government and community relations agenda for the agency. This includes managing public policy priorities, determining legislative advocacy strategy, leading organizational civic engagement efforts, mobilizing community stakeholders to advance access to services, and cultivating ongoing strategic community partnerships. Cultivate and grow strategic community partnerships by ensuring consistent, collaborative and inclusive outreach through proactive community engagement initiatives. This is accomplished through special community engagement events, and other activities focusing on increasing the agency's community presence and profile, while also increasing client, patient, and constituent engagement. Supervise a statewide government and community relations team. Assist team with strategizing and staffing community engagement efforts statewide. Stay abreast of policy and legislative developments related to Equitas Health's public policy priorities and communicate the status of such to various audiences internally and externally. Develop a schedule of activities to further Equitas Health's agenda and build grassroots support for policy and advocacy initiatives.

Legal Clinic Coordinator

The Legal Clinic Coordinator is responsible for organizing free legal clinics throughout Ohio targeted towards the LGBTQ+ population. Name and Gender Change legal clinics assist transgender clients with changing their name and/or gender marker on identity documents, such as driver's licenses and passports. Recruits attorney and non-attorney volunteers. Assists with marketing for the legal clinic & answering any questions prior to the clinics.

FACILITIES | The Facilities Department is responsible for general maintenance support and repairs to our multiple locations, ensuring staff and client safety. They coordinate and execute projects and complex repairs.

Facilities Coordinator

Provides outstanding administrative support and second-to-none customer service to Equitas Health employees, visitors, clients, and stakeholders; filing, sorting, coordinating mail; utilizing a computer for data entry, conducting research, communications, coordination, scheduling, and room management. Assists Facilities with data entry and digitization projects, space allocation, and inventory management. Processes and maintains documents and materials (e.g. organizational charts, bid packets, contracts, specifications, purchase requisitions, mail, etc.) for the purpose of disseminating information in compliance with program, district, state, and/or federal requirements.

Facilities Technician

Assists with planning and organizing work activities and provides general maintenance support for all Equitas Health facilities. Assists with ensuring that scheduled maintenance is completed and coordinates projects with the Director of Facilities and Special Projects as well as fellow facilities technicians. Performs general maintenance and repair of complex systems, which include but are not limited to heating, ventilation and air conditioning, electrical and plumbing.

FINANCE | Our Finance Department assists in the fiscal and billing functions of Equitas Health. The Finance staff performs revenue activities that ensure correct billing in our healthcare centers and accounting for organizational wellness.

Accountant

Responsible for the daily fiscal functions of the organization. Performs weekly and monthly basic accounting functions and also provides a great deal of administrative support to the department as a whole. Assists with month-end closing, including balance sheet reconciliations and reconciling cash accounts. Assists with annual independent financial audit and periodic funder audits. Inputs all pledges and deposits into accounting system. Reconciles deposit and pledge information in collaboration with the development department.

Billing Specialist

Responsible for various business office tasks to ensure efficient billing, follow up, payment posting, and patient statement activities in order to maximize revenue. Review billing reports; ensure timeliness and accuracy of all claim submissions and billing procedures. Prepare and submit clean claims to various insurance companies to include both paper and electronic. Extensive insurance follow-up and working knowledge of the appeals resolution process is required. Responsible for contacting insurance companies and navigating insurance websites in order to secure and expedite payments.

Finance Associate

Responsible for daily fiscal functions of the organization. The Finance Associate performs weekly and monthly basic accounting functions and also provides a great deal of administrative support to the finance department as well as Equitas Health Medical Centers, Dental and Pharmacy. Process a large volume of company payables on a weekly basis, utilizing strong knowledge of accounting and math to understand and apply allocations. Research and resolve invoice discrepancies and issues. Analyze balances and reconcile accounts payable transactions. Correspond with vendors and respond to inquiries.

Revenue Cycle Manager

Responsible for the Financial Management system and all aspects of the billing cycle related to health care reimbursement, which includes, managing billing and collection, documentation and coding, accounts receivable management, and updates of medical billing policies and procedures. This individual will manage internal staff and external relationships with any 3rd party contracted services related to billing. The individual will work closely with the credentialing department to resolve billing issues related to credentialing. Manage the health care billing process to ensure timely and accurate processing of all claims.



GENDER AFFIRMING CARE | Our Gender Affirming Care Department are specialists in ensuring our clients are met with compassion and skilled care to allow them to create a transition that is based on freedom of choice and access to competent healthcare.

Gender Affirming Care Clinical Specialist

Works in collaboration with the Gender Affirming healthcare team (GAC Team) to create and implement the clinical pathway for transgender and gender non-conforming patients at Equitas Health (EH). This pathway will organize the network developed by the Sr. Gender Affirming Care Navigation Coordinator (Sr. Coordinator) and will support stakeholders through their care journey. Provides support to clinical staff in order to facilitate the administrative components of clinical referrals for various services. Effectively communicates with internal and external customers including medical providers, clinic staff, and insurance companies. Maintains ongoing tracking and appropriate documentation on referrals and authorizations via the computer systems and/or manual systems. Effectively builds rapport and conducts research, using a telephone, and attending meetings.

Gender Affirming Care Health Navigator

Responsible for managing and coordinating clinical-based and community-based health navigation efforts for transgender and non-binary clients with the Director of Gender Affirming Care and Pharmacist that interacts with the Equitas Health care system. They also assist with managing the Mozaic program by supervising program staff and managing grant implementation. Responsibilities also include supervising; relationship building; traveling; driving and having reliable transportation; utilizing a computer for typing; online outreach and conducting research; utilizing a telephone; attending meetings, and presenting to small and large groups. Develop relationships with providers of gender-affirming care services including but not limited to: specialty medicine, surgery, psychiatry, and behavioral health, cosmetic and aesthetics, laser and electrolysis, voice therapy, support groups, and organizations. Work with Gender Affirming Care Clinical Navigator to update and maintain an insurer database. Create and maintain a database of regional resources for the support of gender-affirming care patients at Equitas Health.



HUMAN RESOURCES | Our Human Resource Department is responsible for managing our employee life cycle; recruiting, hiring, onboarding, training, benefits, payroll, and ensuring employee safety and comfort during their time with our organization.

Benefits Manager

Responsible for key HR processes associated with benefits administration, including assisting employees with benefit questions, supporting the ER & Benefits manager with benefit related activities, managing leaves of absence and Family & Medical Leave Act (FMLA), and maintaining files. Administer various employee benefit programs, including group health, dental, vision, life, disability, retirement among others. Assist employees with short-term and long-term leave of absence claims. Maintain tracking system and keep up to date on pending and approved claims. Communicate with managers regarding return-to-work dates. Answer employee questions about leaves and the Family & Medical Leave (FMLA). Ensure employees have the correct paperwork and track receipt of paperwork to meet legal guidelines.

HR Business Partner

The primary strategic HR Generalist supporting various business functions throughout the organization. Serves as a trusted advisor to leadership and assists in the implementation of HR projects, policy and procedures, employee relations, employee engagement, and leadership development. Takes the lead in some professional-level recruiting as needed. Provides excellent Human Resources services to all internal and external customers. Interviews, investigates, and gathers sensitive information as needed for appeals, disciplinary actions, and other personnel matters; makes recommendations to leadership based on information gathered.

HR Generalist

Coordinate human resources activities with supervisors, managers, and staff to ensure that required HR tasks are completed on time and to expectations. Assist with facilitating training programs as needed. Maintain working knowledge of HR policies and procedures. Prepare and maintain human resources related reports and distribute as appropriate. Maintain and organize necessary personnel records following record retention procedures. Conduct research regarding compensation, job descriptions, recruiting sources, and other information as needed. Assist in creating and updating job description. Assist with all aspects of federal, state, and local employment, safety, and payroll law compliance.

Payroll Coordinator

Responsible for processing payroll by calculating pay and deductions. The Payroll Coordinator processes biweekly payroll and works with our Finance Department to ensure accuracy. Maintain payroll operations by following policies and procedures and reporting needed changes. Maintain employee confidence and protect payroll operations by keeping information confidential. Provide assistance to the Finance department, including accounts payable and accounting, as needed.

Talent Acquisition Specialist

Responsible for recruiting for all positions across the organization. Comply with applicable federal and state laws and organization standards regarding recruiting practices. Work with hiring managers and interview teams to ensure job descriptions are current and candidates are assessed against appropriate criteria. Develop strong relationships and partners with hiring supervisors. Works closely with supervisors to maximize effectiveness of the recruiting process. Track and report key metrics designed to measure and predict staffing activity. Perform regular follow up with the respective hiring managers and candidates to ensure timeliness of recruitment process. Ensure appropriate new hire forms are complete and accurate.

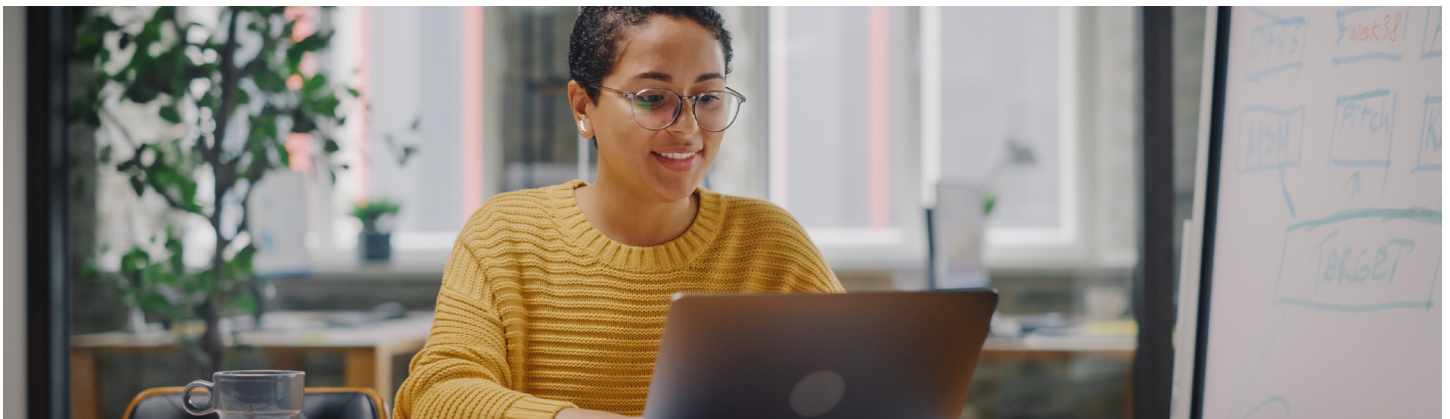
INFORMATION TECHNOLOGY | Our Information Technology (IT) Department staff are key to keeping our organization functioning. IT staff support our employees and clients in ensuring our systems are running, accessible, and safe for the information shared across our platforms.

IT Help Desk Technician

Provide technical support to all employees, providers, interns, temporary staff, and contractors at all of our locations across Ohio as well as our locations in Dallas, Texas. Support may consist of hardware, software, and network trouble-shooting and problem resolution. Research and follow up on problems that may require additional resources. Provide first-level technical troubleshooting skills to resolve general internal Equitas Health system support issues via telephone, chat, remote communication tools, or in person. Ensure all assigned tickets are resolved in an efficient, timely, and customer-friendly manner.

Systems Administrator

Responsible for installation/configuration and maintenance of systems hardware and software. The System Administrator will provide technical support to employees at Equitas Health Pharmacies, Dental and Medical Centers, as well as the other Equitas Health locations. They will maximize computer system capabilities, investigate and resolve issues with servers, email, and individual departmental software. In addition, the System Administrator will maintain hardware for all Equitas Health locations and research and implement technological strategic solutions for the agency.



LEGAL | Our Legal Department conducts high-quality legal work in the following areas: compliance program support, risk management, corporate governance, provider and payor credentialing management, and health information management. This department is detrimental in helping Equitas Health fulfill its mission and meet or exceed its goals in a legal and compliant manner.

General Counsel/ Associate General Counsel

Our General Counselor assists in providing legal advice to officers and management, assesses compliance/legal risks, manages contracts for the organization, participates in incident investigations when applicable, manages outside counsel communications, and maintains a close and collaborative relationship with Senior Leadership and key staff for policy implementations.

Legal Operations Specialist

Reporting to the General Counsel, this position assists in managing outside counsel, budget, relationships, contract management, risk management, insurance oversight, conflict of interest, and corporate governance. This role partners with the General Counsel and Senior Leadership in developing, implementing, and managing the legal operations of the organization.

MARKETING | The Marketing Department supports all of the programs and services offered at Equitas Health. Whether the audience is patients, employees, or the community, the Marketing team develops effective written and visual content for print and digital platforms. As a member of the Marketing team, you will learn all about our organization and collaborate with great people.

Copywriter

Reports to the Copywriting Manager. Drafts and researches copy for internal and external marketing and communications. Provides targeted content for all departments across the health system. Writes content for web, email, print, and social media to support the organization's growth priorities and mission.

Digital Media Manager/Coordinator

Leads, supervises, and manages the activities of Equitas Health's websites, social media accounts, digital marketing campaigns, and other aspects of the digital ecosystem. Develops digital marketing strategies, conducts market research, and analyzes online metrics. Oversees the creation of digital content such as videos, websites, social media posts, email campaigns, and more.

Graphic Designer & Illustrator

Designs and produces marketing (print and digital) pieces for a wide variety of programs and events. Collaborates with program staff to develop creative solutions and then implements those solutions through a variety of channels.

MEDICAL CENTERS | Our Medical Centers provide a welcoming healthcare home for the LGBTQ+ community, people living with HIV, and those left out of traditional healthcare systems. The Medical Center staff use a patient-centered approach to ensure patients receive the highest quality care and are empowered to take charge of their healthcare.

Clinic Manager

Responsible for the day-to-day operations of the Medical and Dental Center to ensure delivery of high quality, patient-centered services and excellent patient and fiscal outcomes. Works closely with the Director of Pharmacy, Medical Director, Director of Healthcare Operations, and the Director of Healthcare Revenue. Coordinates with the HR department in recruiting, hiring, training, supervising, disciplining, and terminating staff. Acts as direct administrative supervisor for clinic and dental staff. Coordinates with Dental and Medical directors in evaluation activities and training requirements. Ensures compliance with all legislative, program, and funder regulations including standards of HRSA, Meaningful Use, HRC, CMS, ODH, HIPAA, and OSHA regulations. Coordinates the patient greeting, registration, payment, scheduling, and all front desk operations in close -collaboration with the Director of Healthcare Revenue.

Community Financial Counselors

Responsible for the timely and accurate financial counseling of uninsured or underinsured patients or individuals in the community. Assists clients in understanding their financial coverage and costs, identifying uninsured or underinsured clients in need of financial assistance, and assist the client in applying for Ohio Medicaid, the Health Insurance Exchange Marketplace, Equitas Health's Financial Assistance Program or other relevant programs. Develops and leads community-based presentations on sexual health, insurance, and the importance of Pre-Exposure Prophylaxis. Serve as a community resource by planning and/or attending community groups and events. Provides resources as applicable and requested to patients and persons of the community. Assists with the Connect to Care referrals providing financial counseling and coverage assistance. Builds and maintains a positive and professional relationship with funders and other community organizations. Assists with inquiries via walk-in or phone patients regarding billing problems (i.e. Sliding Fee and Ryan White) in conjunction with the department's counseling services. Collect, analyze, and report data on community activities, including ensuring data is entered timely and accurately into the necessary data system.

EHR Support Analyst

Serves as the subject matter expert for the utilization of the OCHIN Epic Electronic Health Record (EHR), Dentrix Enterprise, and the Social Solutions ETO systems across all of the organization. Supports process redesign, system refinement, and implementation to ensure the organization achieves maximum benefit from the Epic, Dentrix Enterprise, and ETO EHR systems. Coordinates user training and ongoing support. Contributes to and supports policy and procedures to support clinical systems. Promotes process, redesign, and change management. Additionally, this position conducts technical training needs assessment and develops training and other resources for staff to increase competency. Works directly with all clinical staff and providers, such as, but not limited to, MDs, Dos, MAs, LPNs, RNs, Care Coordinators, Clinical Pharmacists, Behavioral Health Providers and Therapists and Medical Providers.

Financial Counselor

Responsible for the timely and accurate financial counseling of uninsured or underinsured patients. Assists patients in understanding their financial coverage and costs. Identifies uninsured or underinsured patients in need of financial assistance and assists the patient in applying for Ohio Medicaid, the Health Insurance Exchange Marketplace, Equitas Health's Financial Assistance Program, or other relevant programs. Assists patients with other methods of financial counseling, such as explaining insurance benefits, requesting price estimates, and setting up payment plans. Identifies patients who qualify for sliding fee and assigns sliding fee copays. Assists patients with filling out a hardship application. Gathers the required documentation.

Licensed Practical Nurse (LPN)

Provides nursing care to patients in the Equitas Health Medical Center and is part of a multidisciplinary team that provides comprehensive medical care to patients living with HIV/AIDS. The LPN assists with development and maintenance of clinical protocols, policies and procedures, collects data for the Equitas Health Medical Continuous Quality Improvement (CQI) program and provides valuable input for day-to-day operations of the clinics. The LPN is a key member of the medical staff and has the responsibility to deliver the highest quality nursing care to clinic patients. The LPN collaborates with other professional Equitas Health staff and staff from other agencies to ensure Equitas Health patients receive specialty care and supportive services.

Medical Assistant

Room patients, obtain vitals, and update basic health information in electronic health record (EHR). Review and complete daily tasks such as scanning, completing referral requests, answering phones, prior authorizations, and handling medical records requests as requested by nursing management. Log all medications administered in appropriate logs, ensuring that all are accounted for against proper inventory accounts. Prepare exam rooms for patient visits by sterilizing and cleaning surfaces and restocking supplies. Document all care provided and interactions with patients in the EHR. Process patient referrals for specialty care and follow-up, as needed, to ensure quality specialty care was provided. Complete data entry. Work in a collaborative manner with medical case managers to ensure that patient paperwork is completed. Provide follow-up phone calls to clients or other professionals as needed.

Nurse Lead

Responsible for directing, organizing, and supervising the work of nursing and medical assistant staff. Coordinate efforts to ensure effective patient care is provided and quality standards are met. The Nurse Lead will perform both supervisory and clinical nursing duties. In collaboration with providers, they will coordinate patient care, assist and support the provision of medical and nursing care throughout the clinic. Evaluate performance of clinic team, monitor competencies and provide feedback, and provide regular supervision. Coordinates work schedules for clinic team, including approving time off and coverage for absences. Interview and select candidates for clinic team. Ensure vitals, health histories, phlebotomy, immunizations, injections, health screenings, and overseeing medication refills, prior authorizations and referrals are completed in a timely manner.

Nurse Practitioner

Part of a multidisciplinary team that provides comprehensive medical care to patients. The NP works autonomously and in collaboration with a variety of staff to diagnose and manage patients' healthcare. Participation in the development, expansion, and maintenance of the Equitas Health Medical Center program is expected. The NP will be an integral part of the medical center's quality committee and will be involved in the preparation and application process for certification as a patient-centered medical home. Provide direct medical services to patients including but not limited to comprehensive medical history, medical assessment, primary care, specialty care for transgender and gender nonconforming people, specialty HIV care, laboratory surveillance, and physical exam. Prescribe or recommend pharmacologic and non-pharmacologic therapies including controlled substances and hormone therapy.

Nurse Triage Specialist

Triage incoming medical, dental, and behavioral health calls and electronic messages to ensure expedient action/resolution. Make outgoing phone calls to ensure that appropriate information or results are relayed to patients, insurers, or other applicable entities. Complete outgoing phone calls and take incoming phone calls, providing results, relaying information to and from provider and patient, and scheduling follow-up appointments when necessary.

Patient Access Representative

Works closely with the medical, behavioral health, and case management staff to ensure a smooth and efficient operation of reception, data collection, answering phones, scheduling appointments, and overall administrative support to health services. Schedules patient appointments for all health services, including behavioral health. Collects information from the patient when they arrive, including demographics, insurance, sliding fee, and any copays due. Manages tasks assigned by other members of the Medical team that may include making referrals, scheduling specialist appointments, and coordinating with Case Management staff concerning appointments for their clients. Manages any medical records that come in via fax or mail, by organizing and distributing to a member of the medical team.

Primary Care Physician

Plays a key role on the multidisciplinary team by providing comprehensive medical care to patients with a special focus on serving the LGBTQ+ community. Provides the highest quality outpatient medical services to patients by assessing healthcare needs, performing physical examinations, ordering pertinent diagnostic tests, diagnosing, providing education to patients, and prescribing pharmacologic and non-pharmacologic therapies, including controlled substances. Plays a key role on a multidisciplinary team to develop coordinated treatment plans for patients. Assists with the development and implementation of clinic policies and procedures, clinical protocols, continuous quality improvement standards, and program monitoring.

MENTAL HEALTH & RECOVERY SERVICES | Our Mental Health and Recovery Services Department is comprised of trained professionals who can treat a wide range of mental health issues and help clients achieve whole person healthcare by tending to their mental health and wellbeing. We offer in-person or online mental health counseling, recovery counseling, support groups, and psychiatry that helps patients find a healthy balance through proper diagnoses and treatment.

Clinical Supervisor

Responsible for the management and supervision of therapists and clinic-based specialists who provide a range of services to the patients of Equitas Health. Assists the Director of Mental Health and Recovery Services in setting the tone and philosophy of the department and facilitates the management and development of their direct reports.

Psychiatric Consultant

Responsible for providing comprehensive, client-focused mental health assessment and treatment utilizing individual, group, and family modalities to people living with HIV/AIDS, LGBTQ clients, and the community at large. The Psychiatric Consultant is part of the comprehensive integrated care model we offer through Equitas Health Clinics. Specialist respond to the mental health and recovery needs of patients in clinical care that need more immediate often while the patient is in the clinic or in telehealth with the provider.

Psychiatric Nurse Practitioner

Part of a multidisciplinary team that provides comprehensive medical and mental health care to patients living with HIV/AIDS. Works autonomously and in collaboration with a variety of staff to diagnose and manage patients' mental health concerns. Conducts psychiatric patient evaluations to determine medication needs. Documents evaluations and interactions with patients in the electronic health record. Prescribes pharmacologic therapies, including controlled substances. Monitors progress and makes any necessary changes to patients' medications.

Psychiatric Technician

Responsible for assisting with and coordinating integrated mental health care in the Health Care continuum at Equitas Health. Able to respond to the mental health and recovery needs of patients being seen in the Health Center who need more immediate care through in-person, phone or by telehealth visits with providers. Reviews schedules each morning, attends any rounding to anticipate patients' needs through the day as well as attend patient appointments with providers as needed to assist with the integration of mental health into all visits.

Therapist

Provides comprehensive, client-focused mental health assessment and treatment utilizing individual, group, and family modalities for people living with HIV/AIDS, LGBTQ+ clients, and the community at large. Operates in accordance with the established professional standards and guidelines as stated by the Ohio Revised Code and put forth by the Ohio Counselor, Social Work and Marriage and Family Therapist Board.

PHARMACY | Our Pharmacists partner with our clients and their physicians to assist in managing long-term health conditions. Our pharmacies offer vaccinations, delivery of medications within approved areas, OTC meds, overdose prevention medications, and HIV prevention medications.

Front End Associate

Ensures Equitas Health patients and over-the-counter (OTC) customers in the pharmacy's retail area have an exceptional shopping experience. Makes sure products are stocked in an organized and customer-friendly manner. Works to ensure quick, convenient, and friendly transactions with the customer for the best customer experience possible. Orders products from vendors based on business needs. Place special orders for items as requested by customers.

Pharmacist

Responsible for day-to-day clinical and community pharmacy staffing responsibilities. Responsible for direct patient care activities and staffing in the community pharmacy, with time divided between the clinic and retail pharmacy. Responsible for the ongoing development and implementation of the following programs: collaborative medication reconciliation programs and medication access programs, as well as other programs designated by the Director of Pharmacy Services. Works closely with the Clinical and Specialty Pharmacy Program Manager, medical providers, and other medical staff to provide therapeutic recommendations for numerous programs, including but not limited to Transgender Care, PrEP, HIV treatment and Hepatitis treatment. Responsible for medication dispensing on a weekly basis.

Pharmacy Manager

Manages the daily operations of the pharmacy; supporting pharmacy staff; patient recruitment and retention, with an emphasis on patients of Equitas Health and other 340B contracted providers; and relationships with Equitas Health providers and other local providers. Maintains compliance with all legal and regulatory requirements of pharmacy practice. Ensures adherence with DME and specialty pharmacy accreditation standards within daily operations. Provides clinical services, such as continuing the development and implementation of medication adherence and patient management programs. Reports to the Director of Pharmacy Services and acts as an integral leader of Equitas Health, working to assure financial planning, strategic planning, fundraising, administration, and advocacy.



Pharmacy Technician

Responsible for providing superior customer service and being a good team member. The Pharmacy Technician receives and inputs prescriptions, prices, prepares, adjudicates, fills and processes the check-out and/or shipment of prescriptions, processes any insurance claims, prior authorization and patient assistance program paperwork, and helps with inventory management. Process prescriptions accurately and efficiently. This includes collecting all pertinent patient information, providing thorough and accurate insurance verification, and processing prescription orders with detail, efficiency and accuracy. Make sure that all insurances are billed such that the patient has the lowest out of pocket cost. Fill prescription orders accurately and efficiently. Ensure that the entire order is filled and given to the pharmacist for checking in prioritized staging manner.

Staff Pharmacist

Assists the Pharmacy Manager and Director of Pharmacy Services in daily operations, the management of supporting pharmacy staff; patient recruitment and retention with an emphasis on patients and other contracted providers; maintaining compliance with all legal and regulatory requirements of pharmacy practice. The staff pharmacist provides clinical services, such as continuing the development and implementation of the medication adherence program. Utilizes skills and experience to deliver specialized pharmaceutical therapy and services, including adherence programs, specialty disease management and immunization services. Collaborates with case managers, behavioral health therapists, and any other supporting staff to ensure the access to, and continual adherence to all patients' medication regimens. Understands and provides guidance on all necessary patient assistance services to ensure patients' access to prescribed medications.

PREVENTION | Our Prevention Department focuses on HIV and STI prevention. This department is vital to ensuring our patients stay healthy and take care of themselves in order to live high quality lives. The department assists clients in breaching gaps in healthcare and connects them to services to enrich their lives.

Associate Director of Prevention

Collaborates with the Director of Prevention Programs to plan, direct, coordinate, and oversee activities in the Prevention Department. Focuses on the development and implementation of community-centered HIV/STI prevention strategies to meet current and future needs of Equitas Health's clients and communities. This individual supports the Director of Prevention Programs in the leadership and implementation of the department's comprehensive and innovative HIV/STI prevention strategies.

Linkage to Care Specialist

This unique position plays a key role in conducting outreach to people living with HIV to ensure that they are able to access care and maintain that care into the future. The LCS collaborates with staff agency-wide to reduce barriers to patients receiving care.

Prevention Health Navigator

Responsible for implementing the Early Intervention Services program at Equitas Health. Organizes and conducts all aspects of the program, including recruiting and engagement/ outreach, screening and enrolling, assessment, and coordination of all referrals to other service providers.

Prevention Outreach Specialist

Responsible for sharing information about PrEP, PEP, linkage to care, and other relevant HIV prevention programs with priority populations. Facilitates connection to health navigation services within priority populations, including people living with HIV (PLWH) and people who inject drugs (PWID). Trains and motivates volunteers and interns (peer advocates) to conduct informal and formal outreach while also managing and preparing safer sex materials and harm reduction materials for distribution.

Prevention Program Manager

Supervises program staff and manages grant implementation. Manages and coordinates all areas of the Ohio HIV/STD hotline, website, and online outreach in Ohio. The Statewide Initiatives programs are funded by the Ohio Department of Health and are comprised of the Ohio HIV/STD Hotline, the OhioPrEP.org website/outreach campaign, the Free Condom Project, and the OHIV.org website

Prevention Specialist

Provides input and support to the prevention and education department. This position stays informed about current HIV/STI trends, developments, and state-of-the-art prevention efforts and strategies.

Safe Point Outreach Specialist

Performs outreach activities, provides sterile injection equipment and other health-related materials, refers clients to mental health and substance use treatment and other community-based resources, and provides linkage to medical care.



PROJECT MANAGEMENT | Equitas Health utilizes a formal Project Management Office which provides a standardized approach to identify, prioritize, and successfully execute a project portfolio for all departments within the organization. Project management leadership is responsible for establishing and implementing best practices to encourage stakeholder collaboration, standardization, and overall improvements to managing projects to continually improve Equitas Health operations.

Project Manager

Responsible for developing and maintaining project plan, including execution of all phases of the project. Facilitates status updates for the project team and helps with defining technical specifications of all facility expansion projects. Creates project timelines and manages resources for each assigned project to ensure the project remains on schedule. Maintains creative, production, and technical goals set forth by project teams and clients. Manages overall project organization to ensure requirements and project deliverable dates can be clearly communicated to all the stakeholders. Captures, records, and distributes meeting notes and ensures action items are completed promptly. Ensures solutions to technical problems through discussion with technical teams. Works in tandem with facilities staff and program directors around new projects. Identifies, procures, and manages outside vendors best suited for assigned projects. Manages all deliverables with any required external vendors.

QUALITY | The Quality and Compliance Department is committed to the safety of our patients/clients and improving the quality of the care they receive. We do this through collaboration with other departments and staff to continuously improve processes (CQI) and measure our efforts as an organization toward equity and inclusion through data and analytics. We provide support in the areas of risk management and regulatory requirements through monitoring and auditing activities. Analysis of patterns and trends help to inform additional opportunities for quality improvement.

Care Navigator

Responsible for providing comprehensive, compassionate, and appropriate care navigation services for our patients. Care Navigators have the responsibility of consulting with patients to determine individual needs, partner with providers to create care plans, find community resources based on social determinants of health. Assess barriers to care and engage patients and families in creating potential solutions to overcoming these barriers through the use of motivational interviewing and shared decisions making.

Credentialing & Compliance Specialist

Responsible for credentialing, re-credentialing, privileging processes throughout the organization. Ensures all providers are credentialed and contracted through health plans and maintains up-to-date information for each provider and group. Ensures providers and employees are compliant and current on required trainings, licensures, and paperwork needed for credentialing and governmental audits.

Engagement Specialist

Links patients to Equitas Health Medical Centers, supports compliance with provider visits and referrals to community resources that assist with alleviating social determinates of health. This position supports individuals living with HIV/AIDS and newly diagnosed clients. Provides outreach to clients who are out of care and collaborates with care teams to assist clients with achieving compliance with healthcare appointments, medications, and community resources. Responsible for referral management, direct patient communications, data tracking, reporting, and educating patients about available community resources.

Population Health Coordinator

Works in collaboration and partnership within an interdisciplinary team to manage chronic healthcare conditions for patients with two or more chronic conditions and tangential issues. Focuses on closing healthcare gaps, comprehensive care management services, and whole person healthcare by supporting patient engagement in care, increased health literacy, and improved population healthcare outcomes.

