



the **Aliveness** project

JOB POSTING

MEMBER SERVICES COORDINATOR

The Aliveness Project is a thriving non-profit organization dedicated to supporting stability of health and wellness for people living with HIV/AIDS in Minnesota. Founded in 1985, Aliveness provides important supportive services such as emergency food shelf, hot meals, case management, integrative therapies, and HIV prevention outreach/programming. In addition, Aliveness provides a physical space for people impacted by HIV to participate in educational programming, build skills and create community. We have a dynamic, mission driven staff, an atmosphere of learning and fun, and a dedication to providing a positive experience for all who walk through our doors.

Primary Responsibilities:

The goal of the Member Services Coordinator (MSC) is to provide and promote a safe, welcoming, and engaging atmosphere for all The Aliveness Project's members. The MSC does this by implementing onboarding systems and processes for new members, coordinating an engaging menu of on- and off-site activities, working with the Membership Advisory Committee (MAC) to recommend policies and procedures to the Executive Director and Leadership Team, and playing a lead role in member relations. The ideal candidate will maintain a positive and professional demeanor during interactions with and work-related relationships with members, community members, staff, board, and volunteers.

Duties include:

- Act as lead staff liaison to the Membership Advisory Committee (MAC), providing support for MAC meetings and initiatives.
- Responsible for intake of new Aliveness members including application assistance and orientation. Ensure paperwork is complete and correctly entered into the database. Follow up on incomplete paperwork as appropriate.
- Ensure member paperwork is up-to-date and accurately entered into the database. Follow up with members who are out of compliance.
- Work collaboratively with Leadership Team and the MAC to ensure onboarding materials and protocols are current, accessible, and implemented correctly. Ensure member behavior expectations are clear, relevant and enforceable.
- Work with Member Services Assistant and Staff Liaisons in challenging member conflict situations, ensuring all members understand and are aware of expectations and protocols to support member safety. Manage situations up to Leadership Team as necessary.
- Design and execute a wide range of social and educational opportunities and events for Aliveness members throughout the year, creating member work groups or committees as necessary to accomplish objectives.
- Secure culturally diverse and appropriate partnerships, products, services, and benefits for Aliveness members.
- Create and track attendance for weekly on- and off-site activities for members, including but not limited to: volunteer-staffed games, discussions, speakers, support or discussion groups, skills building opportunities and offsite ticketed events.
- Assist in recruitment and retention of Aliveness members reflective of the epidemic by providing a wide range of culturally relevant and appropriate services.

- Collect Aliveness member input and recommendations on a regular basis and participate in timely evaluation of all initiatives.
- As a part of onsite outreach, identify PLHIV who are out of care and connect them to Aliveness programs to assist in care linkage.
- Correspond with members to enforce policies around missed appointments and suspensions.
- Coordinate large scale member events including: Holiday Gift Program, Pet Clinic and the Annual Member Picnic. Collaborate with other staff and departments (Kitchen, Volunteer Manager, Outreach, etc.) to execute events as needed.
- Participate in internal work groups as requested by the Care and Prevention Director and/or the Executive Director.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Understanding of HIPAA and importance of confidentiality.
- Experience forming and maintaining strong working relationships with a variety of stakeholders.
- Knowledge of and skills using personal computer equipment and related software for word processing (MS Word), client database (MS Access) and spreadsheets (MS Excel).
- Compassion for people living with HIV/AIDS.
- Strong conflict management, de-escalation, and problem solving skills.
- Well-developed racial/cultural/socio-economic competency/awareness.
- Excellent verbal and written communication skills.
- Strong relationship building skills within and outside of the organization with the ability to build consensus.
- Ability to manage stress in a proactive manner.

Education: High school diploma or GED or 1-2 years related experience and/or training or Equivalent combination of education and experience required.

Experience: 2-3 years of customer service, primarily in non-profit setting

Hours: 40 hours per week, including some evening and weekend hours.

Salary: Salary range is \$32,000 - \$35,000, depending on experience. Benefits include health insurance, holidays and Paid Time Off (PTO).

Apply by Sunday, April 7, 2019. Send resume and cover letter to Tom Bichanga, Director of Care and Prevention: tom@aliveness.org.

Equal Opportunity Employer

The Aliveness Project is an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, and gender expression, religious creed, disability (mental and physical) including HIV, AIDS, and AIDS-related conditions, medical condition (including cancer and genetic characteristics), genetic information, age, marital status, sexual orientation, military and veteran status, or any other characteristic protected by federal, state or local law. People of color, women, trans and gender-nonconforming people, and applicants with backgrounds and lived experiences connected with The Aliveness Project's mission and/or who personally identify with the community groups we support are strongly encouraged to apply.