

# CROSSOVER

## Healthcare Ministry

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### **JOB DESCRIPTION: TIPS Medications Access Caseworker**

#### **Position/Title: TIPS Medications Access Caseworker**

Supervisor: Medications Program Manager

Status: Fulltime

#### **Position Summary:**

Cross Over Health Care Ministry is seeking a fulltime Pharmacy Technician for the TIPS Medications Access Caseworker position with our HIV program. The TIPS Medication Access Caseworker (MAC) assists patients with obtaining the medications prescribed by the clinical providers at Cross Over Healthcare Ministry. The Medications Access Caseworker (MAC) is focused on using The Pharmacy Connection (TPC) software and the Aids Drug Assistance Program (ADAP) to obtain medications. The MAC is responsible for ensuring that TPC and ADAP are utilized effectively to help TIPS patients receive needed medications. This position reports directly to the Medications Program Manager. This position will primarily be at our Cowardin location and the work hours are 8:15am through 5:00pm Monday through Friday, but occasional evening and weekends maybe required.

#### **Key Responsibilities:**

- Collaborate with CrossOver clinicians (volunteer and staff) to raise awareness of medications available through TPC
- Interacts with VDH regarding ADAP medications
- Assist Patients obtain medications through ADAP
- Update ADAP database
- Enter new TIPS patients into TPC and ADAP.
- Order medications as needed using TPC and ADAP.
- Ensure that medication reorders are placed in a timely manner
- Inform patients about where and how get medication refills
- Notify patients when TPC medications have arrived.
- Answer patient questions related to status of medications ordered using TPC and ADAP.
- Assist patients who are dropping off or picking up medications.
- Aid in preventing patients from running out of medications
- Assist with any issues related to medications as needed.
- Assist with medication prior authorization
- Maintain a sample log of medication for TIPS patients and document on TIPS server
- Keep supplies for medication information & pill boxes
- participate with the rest of the team in TIPS activities such as meetings, projects, and data collection
- Assist front office staff when requested.

#### **Key Qualifications:**

- Familiarity with medications and usage
- Strong interpersonal, analytical and computer skills
- Ability to multi-task and develop creative solutions
- Ability to work with diverse group of people
- 3 years of experience in a medical setting
- Fluency in Spanish strongly desired
- Pharmacy technician certification preferred