

Organization:	Springboard HealthLab
Position:	Customer Service and Sexual Health Navigator
Reports to:	Director of Logistics, Customer Service & Navigation
Pay:	\$60,000
FTE:	Full-time
Deadline:	Open until filled. Position can start as early as 1/1.

Position Overview

Springboard HealthLab was founded in 2021 with a clear goal: to support big ideas that can improve health equity. Springboard is focused on supporting projects to turn promising ideas into new ventures -- and then helping them find a permanent home.

Housed at Springboard HealthLab, Building Healthy Online Communities (BHOC) is a consortium of public health organizations working in partnership with dating apps to improve sexual health outcomes for app users. We're a small but mighty team that works on home testing and supporting anti-stigma and sexual health features on dating apps. The Customer Service and Sexual Health Navigator will be tasked with providing customer service and navigation support for program participants, including follow up linkage to additional local sexual health resources. This is a fully remote position.

Job Description

This is a full-time, entry level direct service position, providing remote customer service and navigation support for participants in our National HIV self-testing program. The position is funded through a 5-year contract that began Sept 30, 2022.

Here is a list of the primary duties and responsibilities for this position:

- Customer service
 - Receive, review, and respond to participant support tickets pertaining to HIV self testing kit orders, and providing appropriate solutions and alternatives
 - Keep records of participant interactions and maintaining all program documentation
 - Follow communication procedures, guidelines and policies
 - Go the extra mile to engage customers

- Navigation
 - Researching HIV/STI and other sexual health resources corresponding to participants' geographical locations
 - Assist participants in navigating linkages to additional resources as needed
 - Maintaining communication between inter- and intra-agency services providers for successful coordination of services
 - Any and all other duties as assigned by supervisor

Skills and Experience

Required Skills and Experience

- At least 2 years working experience or equivalent in sexual health, PrEP navigation and/or health benefits navigation
- Customer oriented and able to adapt and respond to different personality types
- Well-versed in health equity principles
- Commitment to engage in anti-racism work
- Ability to move work forward independently, with general guidance
- Ability to adhere to and maintain all client confidentiality
- Proficient with MS Office applications (Word, Excel, PowerPoint) and web-or app- based communication platforms (e.g., Zoom, Slack), and comfortable learning new technology
- Experience with administrative tasks, such as scheduling, note-taking, and organizing documents

Knowledge of and comfort with the following is an added benefit:

- Dating apps
- G-suite
- Customer service experience
- Strong knowledge of local and/or national sexual health resources

Bilingual (English/Spanish) applicants strongly preferred.

Additional Information

- Springboard HealthLab (springboardhealthlab.org) is a virtual workplace, with no physical office. All of our staff work from their homes, but we work hard to foster a remote supportive team environment.
- The successful candidate may be located anywhere, as long as they are eligible to work in the US and can be available during at least part of regular work hours in Pacific Time.

Application Instructions

People of color, members of LGBTQ+ communities, and other people with lived expertise in communities affected by health inequities are strongly encouraged to apply. We value the unique experiences, strengths, and perspectives that the applicant will bring to this position. Therefore, we will take into account not just academic training but also real work and life experience, engaging in a holistic review of each applicant's personal and professional experience, skills, and values.

Please submit the following to Bishop Howard, Director of Logistics, Customer Service and Navigation, at apply@springboardhealthlab.org:

- Cover letter that describes your interest in this position, your professional sexual health experience, and why you think a customer service approach is useful for this position
- Resume/CV
- Three references with contact information (current or former supervisors or co-workers, professors or teachers, or other professional references welcome). We won't check the references without communicating with you first.