



# HOUSE OF MERCY, INC.

*A ministry of the Sisters of Mercy, providing hope, healing, and a home for persons living with HIV*

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**Position:** Bridge Program Coordinator

**Reports to:** Director of Nursing

**Position Type:** Part-time, Non-Exempt

## **About House of Mercy:**

House of Mercy was founded in 1991 by the Sisters of Mercy. The private, nonprofit corporation located in Belmont, NC is a family care home providing holistic care for those living with HIV/AIDS in a residential setting. House of Mercy's mission is to respond to the physical, spiritual, social, emotional and psychological needs of persons living with HIV/AIDS while embracing the values of sacredness of life, justice, human dignity, service, and integrity.

**Position Summary:** The individual must support the goals, philosophy, and values of the Sisters of Mercy of the Americas and House of Mercy. The **Bridge Program Coordinator** assists Persons Living with HIV/AIDS in attaining and maintaining a maximum level of health and independent functioning through the coordination of and facilitated access to resources, thereby maintaining and improving health outcomes and quality of life. Administer emergency funding to meet the immediate or emergent needs of Persons Living with HIV/AIDS due to COVID-19 or other communicable illnesses that can impact those we serve.

**Currently the Bridge Program Coordinator is part time (20 hours maximum per week) with a possibility of full time in the future.**

Above all the **Bridge Program Coordinator** must be the Bridge between our residents and the resources available to them and:

1. Be committed to the philosophies and values of the Sisters of Mercy and the House of Mercy, Inc.
2. Be familiar with HIV, culturally competent, and experienced working with teams and serving populations facing complex social, medical, and familial issues.
3. Maintain professional standards of confidentiality within and outside of House of Mercy, Inc.
4. Work independently and make independent decisions aligned with best practices and established or regulatory procedures; make recommendations to the Director of Nursing.
5. Be a team player, committed to clear and kind communication, with a willingness to do whatever needs to be done, as the Bridge, in order to ensure that the individuals served by House of Mercy find hope, healing, and a home.

## **Major Duties and Responsibilities:**

The **Bridge Program Coordinator** will be responsible for case management and community partnerships.

**Case management, assessment, and planning:**

- For current House of Mercy residents, develop plans with individual residents considering their HIV and other major health concern management and treatment, social, emotional, housing, and employment goals. Work with residents and community partners to find housing options and to plan for discharge in a way that empowers and sets residents up for long-term success at managing both their medical conditions and housing needs.
- For community clients, assess the acute needs of the clients. Provide either emergency assistance or housing resource information as appropriate and based on demonstrated need. Develop plans with clients to achieve goals and establish self-sufficiency in the areas of current need.
- Together with the Clinical Care team, including the Coordinator of Activities and Volunteers, ensure that residents' plans of care include a holistic approach to activities that can meet their stated goals and desired outcomes. Focus on meeting long-term housing needs for residents.
- Continuously assess progress toward discharge plans for community and residential care program clients. Include input from the entire clinical staff team, and from the clients themselves, and from appropriate decision makers (i.e. family members) to modify and celebrate progress toward desired outcomes.
- Facilitate and lead complex entry and discharge planning for both the residence and community Bridge program, to include: intake, assessment, development of a comprehensive, individualized plan, referral, follow-up, and reassessment.
- Follow-up with clients on a quarterly basis, or more as needs arise.
- Prepare monthly/quarterly/annual reports.

**Community partnerships:**

- Develops and maintains positive relationships with health care providers and social service agencies throughout the greater Charlotte region.
- Attends, as assigned by the Director of Nursing and/or CEO, meetings as a representative of House of Mercy and its programs.
- Communicate clearly about the House of Mercy's services to potential clients, residents, and partners.
- Ensures appropriate documentation and reporting as required for various funding programs.
- Conduct outreach and education remotely, or when allowed, in person.
- Attend staff, department, team and other requested meetings.
- Performing other duties and responsibilities as needed.
- May work with DON on projects as they arise.
- Occasionally take residents to appointments when needed.

**Job Qualifications (minimum):**

- 1 -3 years of relevant and documented work experience within a social service setting/case management or related field. Bachelor's Degree in health or human related field is a plus. Experience working in the HIV/AIDS field preferred.
- Knowledge of HIV/AIDS and the social determinants of health.
- SOAR certification or willingness to obtain certification.
- Awareness and sensitivity to cultural differences, varying sexual orientations, and psychosocial issues concerning the AIDS pandemic.
- Comprehensive knowledge of Microsoft Office, G Suite and other software.
- Excellent written and oral communication skills.
- Valid driver's license and insurance.

**Physical Demands and Working Conditions:**

House of Mercy P.O. Box 808 Belmont, NC 28012 *office* (704) 825-4711 or *fax* (704) 825-9976



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Requires frequent standing, sitting, walking, and driving of automobiles. Requires occasional long or irregular hours worked, especially during the production of special events. Typically involves inside work with occasional exposure to intermittent noise and other general office conditions. During some events there will be outside work although of a limited nature. Must be able to lift, carry, push, pull or move objects (up to 20 lbs.) when needed. Reasonable accommodations may be made to support individuals with disabilities.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned this job classification. They are not be interpreted as an all-inclusive list of duties, skills, and responsibilities for this position.

House of Mercy, Inc is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status or any other characteristic protected by applicable state or federal law. House of Mercy encourages all qualified applicants to apply. No phone calls please.

To apply, please send a cover letter and resume with the subject line: HoM Bridge Coordinator to:  
[houseofmercync@gmail.com](mailto:houseofmercync@gmail.com)