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www.stjamesinfirmery.org

JOB ANNOUNCEMENT
REGISTRATION MANAGER
24-32 hours per week @ \$28 per hour

About St. James Infirmery:

St. James Infirmery (SJI) offers free, confidential, nonjudgmental medical and social services for Sex Workers (current or former) of all genders and sexual orientations. We are the first occupational health and safety clinic in the U.S. run by Sex Workers for Sex Workers! St. James Infirmery works actively to combat racism, classism, misogyny, homo- and transphobia, ableism, and all other forms of oppression that lead to discrimination, stigma, and marginalization.

Philosophy:

There are many factors which affect the working conditions and experiences for all Sex Workers including the political and economic climate, poverty and homelessness, stigmatization, violence, as well as the overwhelming intricacies of the legal, public and social systems. It is the philosophy of The St. James Infirmery to build upon existing skills and strengths in order to allow individuals to determine their own goals while providing culturally competent and non-judgmental services.

Position Overview:

The Registration Coordinator role is, in some ways, among the most demanding in our clinic. We are seeking a highly organized, motivated, and enthusiastic individual with an impeccable eye for detail and the ability to communicate both directly and compassionately with our participants and staff. The ideal candidate is patient, creative and quick-thinking, and committed to collaborative problem-solving. We strongly urge candidates with sex work experience who are trans or gender non-conforming, and/ or people of color to apply.

Duties and Responsibilities:

- Develop, train and coordinate team of registration volunteers and registration assistants to staff Wednesday and Thursday clinic – by assisting in preparing clinic for services; greeting participants, answering questions and assisting in completing registration forms; entering visits in database, pulling charts and writing visits on board, communicating with providers, entering new participants and creating charts, and assisting participants in accessing harm reduction supplies.
- Provide on-call support to registration volunteers as needed and staff the registration desk during special events.

- Ensure that the clinic remains a safe space for our participants; communicate respectfully and clearly with participants or other members of the public, including setting healthy boundaries when people behave in aggressive or inappropriate ways. Maintain a positive rapport with our neighbors in our shared clinic space.
- Answer phones and check phone messages for the front desk phone on Mondays- Thursdays and put all messages into appropriate staff in-boxes. Call back individuals who request general information and appointments (SJI hours, services, location, etc.). Refer all other questions to appropriate staff (medical care, counseling, development, media, etc.).
- Take inventory and assemble charts so that at least 10 new participant charts are available prior to the start of every Wednesday clinic
- In January of each year, complete annual narrative program report, for the previous year, that includes qualitative and quantitative data.
- Each month, ensure that all registration data is completely entered into the medical database by the 5th of the following month so that the Billing Coordinator and Deputy Director have accurate information.
- Ensure that all areas of the clinic are clean and presentable for clinic duties. Communicate directly with appropriate staff when areas are not cleaned after use. For example, all boxes broken down and placed in recycle bins, shared spaces re-set properly, etc.
- Ensure that all flyers and brochures in the clinic are accurate, up-to-date, neatly organized and accessible to all participants. Take down outdated or inappropriate literature.
- Assist with FamilyPact, Medi-Cal and other billing systems, invoicing and evaluation activities.
- Work collaboratively with other teams, including the HIV Services Team, Medical Providers Team, Outreach Team and the Medical Billing Team to ensure timely collection of participant data as well as efficient billing mechanisms are enforced.
- Attend monthly All Staff meetings and weekly Management Team Meetings
- Attend staff trainings, planning meetings, and agency support meetings as scheduled.
- Prepare an informal agenda for and attend regular (weekly or bi-weekly) 1:1 check-in meetings with supervisor. Communicate all concerns and challenges with your supervisor in a timely way to allow for collaborative problem solving.
- Other related duties and responsibilities to support the working of St. James Infirmary as assigned.

Required Skills and Qualifications:

- Experience in or extensive knowledge of the sex industry and occupational health and safety issues affecting Sex Workers
- Experience working with people who use substances, including injection drugs; those living with or affected by HIV/AIDS and Hepatitis C; street-based and homeless populations; and people who identify as lesbian, gay, bisexual, transgender and/or queer
- Commitment to cultural humility and experience working with people of different racial and ethnic backgrounds, gender identities, sexual orientations, people who use substances – including injection drugs – those experiencing homelessness, people with mental health challenges, people with disabilities, and people living with HIV/AIDS and/or Hepatitis C
- Commitment to SJI and OTH mission and values, and proven ability to provide outstanding leadership, and work cooperatively with other colleagues and community members with the highest degree of integrity
- Good written and verbal communication skills
- Organized and able to handle a multi task environment
- Capable of protecting sensitive information in a confidential manner
- Flexibility with schedule and activities
- Microsoft Word, Excel, and other computer skills are desirable

- California Rapid HIV Testing certification desired
- Spanish and/or other non-English speaking skills desired

HOW TO APPLY:

Please submit a thoughtful cover letter explaining your interest in St. James Infirmary and where/how you found out about this career opportunity. Email your cover letter and resume to anita.oshea@stjamesinfirmary.org. Please write your name and the title for this position (“Your Name – Registration Manager”) in the subject line of your email. Incomplete applications will not be considered.

St. James Infirmary is an equal opportunity employer. We prioritize hiring someone with experience in the sex industry, and encourage LGBTQ people, women, and people of color to apply.

BENEFITS

St. James Infirmary offers a competitive salary, commensurate with experience and skills, health insurance, vision and dental insurance, and other employee benefits.