



**FULL TIME POSITION**

**M-F  
40 HOURS WEEKLY**

## **POSITION DESCRIPTION: MEDICAL AND SOCIAL CASE MANAGER**

**TITLE:** CASE MANAGER

**REPORTS TO:** SPECIAL HEALTH SERVICES SUPERVISOR

**JOB SUMMARY:** Medical and Social Case Management involves rigorous assessment, care planning, and care coordination to include skills and knowledge building with the goal of independence for each client. Medical and Social case managers work closely with their clients, medical providers as well as partners and loved ones (when appropriate) to development and implement a plan of care, to coordinate medical resources, communicate health care needs, and monitor each client's progress. In addition to meeting the health needs of the clients, Medical and Social Case Managers are the clients' strongest advocate when working "the system" to identify additional resources and support needed to meet the human service's needs.

### **JOB RESPONSIBILITIES:**

- Support activities as contractually specified in Ryan White, State Services and HOPWA.
- Conduct initial assessment of service needs.
- Develop a comprehensive, individualized care plan.
- Provide day-to day case management services continuously monitoring the client to assess the validity of the care plan.
- Advocate on behalf of clients and refer cases to other community resources when appropriate.
- Complete file updates for client eligibility for services bi-annually or as changes occur.
- Conduct psychosocial assessments with clients.
- Work with clients to identify and develop service plans that focus on immediate and long-term needs related to disease management.
- Conduct ongoing routine follow-up to reassess needs.
- Ensure that consistent documentation is completed and performance outcomes are captured per guidelines.
- Maintain documentation and program notes in clients' records according to SHS standards.
- Participate in quality improvement activities.
- Complete and submit to supervisor timesheet and mileage paperwork per SHS guidelines.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of HIV, mental health, substance abuse, or related field
- Knowledge of diverse populations and community resources
- Ability to prioritize multiple tasks and competing priorities.
- Ability to establish and maintain good working relationship with co-workers



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- Ability to communicate effectively, both orally and in writing
- Bilingual/bicultural (English and Spanish) skills strongly preferred
- Ability to demonstrate good judgment, maintains strict confidentiality standards, and adheres to professional standards as defined by state and federal regulations.
- Ability to make sound decisions in accordance with agency policies, procedures, and guidelines.
- Ability to work comfortably with diverse populations with sensitivity to issues concerning HIV and all disabilities.

**EDUCATION AND EXPERIENCE:**

- Bachelor's degree in social work, psychology, counseling, healthcare, or related field, plus one year of experience or alternative years of experience with special populations considered.
- Experience working with individuals of diverse cultures, ethnicities, socioeconomic backgrounds, sexual orientations, and gender identities and/or expressions preferred
- Experience working with substance use disorders preferred
- Must be comfortable providing community and home-based services to individuals with special needs