



CARE DIRECTIONS® MEDICAL CASE MANAGER

DEFINITION: Under the supervision of the HIV Care Directions'® Director, Associate Director and/or Supervisor, provides case management services to adults, 18 yrs and older, ages who are HIV positive.

I. MAJOR DUTIES

- A. Meet with clients in their homes or any other appropriate setting, including the office
- B. Conduct bio-psychosocial assessments for the identification of needs
- C. Plan appropriate services/interventions for clients with focus on medical care
- D. Refer clients to the appropriate resources
- E. Attend staffings and coordinates care among agencies providing services to mutual clients
- F. Monitor clients' compliance with medical regime
- G. Provide supportive counseling
- H. Advocate on behalf of clients
- I. Perform re- assessments and care plan updates to determine changes in needs
- J. Maintain and is sensitive to client confidentiality
- K. Maintain contact with clients per program policies and procedures
- L. Maintain client files and documentation per program policies and procedures
- M. Ensure that billing is timely and accurate
- N. Maintain and update community resources
- O. Attend in-services, trainings and conferences as requested by supervisor
- P. Function as a member of Clinical Care Team with client's primary medical care provider, pharmacist and other providers

II. OTHER DUTIES OR PROGRAM SPECIFICS

- A. Ryan White Part A
High Acuity – Community Based
 - 1. Provide medical case management services for clients who are newly diagnosed, medically fragile or returning to medical care and services.
 - 2. Attend medical visits with clients as indicated

Clinic Based

 - 1. Provide medical case management services for clients who receive medical care at the McDowell Healthcare Center (MHC). Services are provided at MHC with the exception of occasional home visits as needed.
- B. Ryan White Part D – Clinic Based
 - 1. Provide medical case management services for women and youth (18-24 yrs. old) who receive medical care at the McDowell Healthcare Center (MHC). Services are provided at MHC with the exception of occasional home visits for initial assessments.

- C. HUD/Stepping Stone Place
 - 1. Provide medical case management services on-site to the HIV positive residents of Stepping Stone Place per major duties listed above
 - 2. Assist new residents with orientation to Stepping Stone
 - 3. Maintain regular weekly contact with clients
 - 4. Assist residents with planning their move from Stepping Stone Place to independent housing in order to ensure access to available community services as needed
 - 5. Complete data for Annual Progress Report
 - 6. Maintain contact and coordinate housing issues with Native American Connections, Inc.
 - 7. Assist new residents with life skills training.
- D. Participate in fundraising activities for the program
- E. Perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service
- F. Other duties as properly assigned

III. QUALIFICATIONS

Social Worker with minimum BSW, or related degree; MSW required for Ryan White Part A High acuity position or 2+ years of HIV case management experience; 1 yr. previous experience in case management or closely related work preferred; background in community/ care services preferred with interest in HIV; effective oral and written communication skills; ability to physically write and visually read; ability to utilize personal computer; knowledge of community resources; ability to drive and availability of personal vehicle, driver's license and automobile insurance; have or able to obtain level one fingerprint clearance card; bi-lingual Spanish & English desirable; bilingual staff need to be fluent in English; ability to lift up to 30 pounds.