

Lutheran Social Services Position Description



Division/Department: AIDS Care & Education (ACE)

Job Title: Medical Case Manager - RWMCM Program

Reports to (Title): Supervisor - RWMCM Program

Job Code:

FLSA Status: Exempt

Manager (with direct reports)?	Yes	No X
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Location: Jacksonville

SUMMARY

This position follows a minimum of at least 60-100 HIV/AIDS infected or affected clients (based on acuity level) in coordination with inpatient and outpatient medical care with the ultimate goal of promoting and supporting independence and self-sufficiency. Provides comprehensive case management services which may include: patient intake, assessment of needs, service planning, service plan implementation, service coordination, monitoring and follow-up, reassessment, treatment adherence, case conferencing, crisis intervention, and case closure. Services are provided according to the standards of care developed by Ryan White TGA Program and may be provided in clients' homes, clinical settings, or a wide variety of community sites.

ESSENTIAL DUTIES & RESPONSIBILITIES

Specific responsibilities are demonstrated within the following (5) areas:

1. Client Assessment
 - a. Conducts needs assessment of clients with HIV/AIDS in the outpatient and hospital setting for clients to receive comprehensive medical, social and community resources on an ongoing basis or at least every 6 months.
 - b. Conducts home visits as needed to ensure timely access to and coordination of medical and psychosocial services.
 - c. Assess client stability and provide referrals to increase level of stability and self-sufficiency.
2. Care Plan Development
 - a. Conducts psychosocial assessments, developing, implementing and revising individualized plan of care, family support plan and discharge plan on an ongoing basis.
 - b. Engages a medical consult with the attending physician for each client annually.
3. Counseling, Support and Education
 - a. Serves as advocate, caretaker, listener, encourager, enforcer.
 - b. Educates, links and refers clients to follow-up medical care and community resources to address needs in collaboration with other Ryan White Network

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Providers.

- c. Advocates for client's unmet needs, providing clinical intervention (counseling, support) as needed.
 - d. Is familiar with appropriate sources of referral for mental health, substance abuse, home care, food, transportation and other support services for people living with HIV/AIDS.
 - e. Provides assistance with insurance issues, Medicaid, Medicare, and other public assistance services.
 - f. Develop therapeutic relationships with clients, maintain ongoing connection with clients and families during times they are not accessing services.
 - g. Assure client awareness of all Ryan White programs and available community services; advocate for accessibility for all services.
4. Service Referral
- a. Works collaboratively with network and community agencies to ensure comprehensive care for clients.
 - b. Provide linkages to agency, community and government services and monitor referral completion including state insurance continuation programs, ADAP, medication patients assistance programs (PAP), benefits/health coverage programs such as AND, SSI, SSDI, Medicaid, Medicare, housing programs, etc.
 - c. Coordinating, referring and linking clients with additional services e.g. housing support, substance abuse and mental health treatment, AIDS Drug Assistance Program (ADAP), food services, etc. as needed;
 - d. Authorizes for transportation for clients to receive medical services and other social aid services as needed.
5. Administrative
- a. Provides documentation of Ryan White service units and assists with monthly and quarterly reports for internal and external grant sources. Maintains and updates client records and notes utilizing a database system designed for tracking of progress notes and other required information reporting as defined by agency standards, including electronic medical record and/or CAREWare.
 - b. Attends weekly/monthly clinical staffing/case conferencing providing input regarding patient medical case management needs. Attends other agency meetings, including monthly Case Management Co-Op meetings, staffing meetings, and other meetings as required.
 - c. Attends educational activities, trainings and events as required, including monthly HIV Grand Rounds, Annual HIV Conferencing, Medical Case Management training and other trainings as required.
 - d. Participates in community awareness and testing events including National HIV/AIDS Awareness, World AIDS Week and other awareness events.
 - e. Maintains annual HIV 501 certification.
6. All other duties as assigned.
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7. May supervise Peer Navigators

WORK EXPERIENCE & JOB RELATED SKILLS (Required/Preferred)

Skills:

- Good clinical knowledge of human behavior. Good interpersonal skills.
- Demonstrates positive attitude when dealing with patient/staff.
- Must have excellent organizational skills. Ability to prioritize work and handle multiple tasks.
- Working knowledge of computers and computer software such as MS Word, Excel, and Outlook.
- Must be able to communicate orally and in writing. Maintains patient confidentiality.
- Must be very detailed oriented and capable of thinking independently while exercising good judgment. Required to make independent judgments without supervision. Must be able to make generalizations, evaluations, or decisions based on sensory or judgmental criteria.
- Must be able to perform under stress when confronted with emergency, critical, or unusual situations.
- Must be capable of dealing with periodic cyclical workload pressures and levels of responsibility.
- Requires the ability to work with people beyond giving and receiving instructions
- Possess and maintain a valid driver's license and auto insurance; must be able to transport clients to various locations by using own transportation

Experience:

Required:

- Minimum 1-2 years case management, social work, or equivalent health related experience

Preferred:

- Minimum 1-2 years experience with HIV/AIDS or high-risk population preferred

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- 4 year BS/BA degree in sociology or other related field required or 2 year ASN/nursing degree acceptable
- Completion of Jacksonville TGA Medical Case Management training curriculum within 1 year of hire
- Completion of interim AETC MCM online training within 90 days of hire
- HIV 501 training required, or completed within 90 days of hire

REQUIRED JOB COMPETENCIES (*Behaviors For Effective Job Performance*)

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- Organization
- Cultural Competency
- Listening
- Problem Solving
- Teamwork
- Leadership
- Communication
- Decision Making
- Customer Service
- Computer Literacy
- Knowledge/Learning
- Self-Management
- Responsibility
- Professionalism/Integrity

WORK ENVIRONMENT/PHYSICAL DEMANDS	
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	
Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input checked="" type="checkbox"/> climbing <input type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input type="checkbox"/> up to 10lbs. <input checked="" type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input checked="" type="checkbox"/> pushing <input checked="" type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics Possible exposure to blood and bodily fluids in clinical setting

- *List any pertinent information about the physical environment that an applicant should know. In other words, does the job require exposure to weather extremes? Prolonged periods of standing? Etc.*
- *Indicate if the position is a Regular or Incidental Driver. Regular Drivers are those employees who are required as a major and/or necessary part of their normal job duties to operate a Company vehicle or personal vehicle on Company business. Incidental Drivers are all employees who (generally infrequently) may be required to conduct business, or attend meetings, training sessions, or conferences in some location that requires travel.*

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

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Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer

Please email resume to jobs@lssjax.org.