

Lutheran Social Services

Position Description



Division/Department: AIDS Care & Education (ACE)			
Job Title: Jail Link Medical Case Manager (“Jail Link MCM”)			
Reports to (Title): ACE Program Director			
Job Code:			
FLSA Status: Non-Exempt			
Manager (with direct reports)?	Yes		No X
Location: Jacksonville			

SUMMARY

The Jail Link Medical Case Manager provides comprehensive case management services to individuals living with HIV and AIDS who have been incarcerated in the Area 4 county corrections system. The goals of this program are focused on re-engagement to primary HIV care, access to HIV medications and reducing recidivism.

The position provides services which may include; patient intake, assessment of needs, service plan implementation, monitoring and follow-up, case conferencing, crisis intervention and re-linkage primary HIV case management. Services may be provided in clients’ homes, clinical settings, corrections facility and/or a wide variety of community sites The Jail Link Medical Case Manager will work to ensure that jail link case management services are provided according to the standards of care developed by Ryan White Area 4 TGA.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Ensures Jail Link Case Management procedures are adhered to according to the standards set forth in the Ryan White TGA Program.
- Provides documentation of Jail Link service units.
- Prepare monthly reports for internal and external meetings.
- Ensures client records are maintained and updated (including notes) in a data base system designed for tracking of progress notes and other required reporting information as defined by agency standards, including electronic medical record and/or CAREWare.
- Attends weekly/monthly clinical staffing/case conferencing providing input regarding patient medical case management needs.
- Update ISP according to areas there were address with every individual.
- Complete Jail Link survey on Quality in Service website.
- Pick up clients upon release according to individualized service plan.
- Transports clients to and from medical appointments.
- Attend Jail Link monthly meetings and work with different agencies to encourage a seamless transition into the community.
- Attends other agency meetings, including monthly Case Management Co-Op meetings, staff meetings or other meetings as required.
- Attends educational activities, trainings and events as required, including monthly HIV Grand Rounds, Annual HIV Conferencing, Annual HIV Conferencing, Medical Case Management training and other trainings as required.
- Participates in community awareness and testing events including National HIV/AIDS Awareness, World AIDS Week and other awareness events.
- Ensure Jail Link clients are provided with transportation upon release to ensure direct linkage to program specific goals.
- Ensure Jail Link Case Manager is available to aid after traditional work hours.
- Maintain annual HIV 501 Certification.

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Specific responsibilities are demonstrated within the following (4) areas:

1. Client Assessment
 - a. Ensure the completion of needs assessment of previously incarcerated clients and clients who are incarcerated with HIV/AIDS.
 - b. Ensure the completion of needs assessment of clients with HIV/AIDS in the outpatient and hospital setting are conducted on an ongoing basis or at least every six (6) months.
 - c. Ensure Team Members conduct home visits as needed to ensure timely access to and coordination of medical and psychosocial services.
 - d. Assess client stability and provide referrals to increase level of stability and self- sufficiency.
2. Care Plan Development
 - a. Ensure psychosocial assessments are completed. Develop, implement and revise 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, and 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 Providers.
 - c. Advocates for client's unmet needs, providing clinical intervention (counseling, support) as needed.
 - d. Ensure staff 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. Collaborate with Staff to aid 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.
 - h. Assure the transportation of clients or assist in making transportation arrangements for clients for all appointments.
 - i. Work side by side with Jail staff, APO Staff and Peer Navigators to guarantee a successful integration into society.
 - j. Other duties as assigned
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 patient 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 transportation for clients to receive medical services and other social aid services as needed.

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WORK EXPERIENCE & JOB RELATED SKILLS (Required/Preferred)

Skills:

- Good clinical knowledge of human behavior
- Must uphold all requirements regarding client confidentiality.
- Ability to exhibit a calm, courteous demeanor in dealing with clients and staff.
- Demonstrates positive attitude when dealing with patient/staff.
- Demonstrated ability to work independently with minimal supervision, planning, scheduling and organizing professional schedule to complete required tasks.
- Ability to read and comprehend complex instructions, correspondence, and memos.
- MS Word, Excel, and Outlook.
- Ability to effectively and persuasively express self verbally and in writing, using correct language and grammar in a professional, diplomatic and tactful manner.
- Must be very detailed oriented and capable of thinking independently while exercising good judgment.
- Must be able to make generalizations, evaluations, or decisions based on sensory or judgmental criteria.
- Ability to provide a high level of interactive service to targeted customer base/market.
- 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.
- Must be highly motivated, passionate and creative team-player with ability to develop and maintain collaborative relationships with all levels within, and external to, the organization.
- 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
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written and oral form.

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
- Minimum 1-2 years' experience working with individuals with a mental health and/or substance abuse diagnosis.
- Minimum 1 year working with individuals who have been incarcerated.

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- 4-year BS/BA degree in sociology or other related field required or 2-year ASN/nursing degree acceptable. Equivalent experience may substitute on a year for year basis for education requirement.
- Completion of Jacksonville TGA Medical Case Management training curriculum within 1 year of hire
- Completion of designated training within 90 days of hire
- HIV 501 training required, or completed within 90 days of hire
- Valid Florida Driver's license, applicable insurance and personal transportation.

REQUIRED JOB COMPETENCIES (Behaviors for Effective Job Performance)

- Organization
- Cultural Competency
- Listening
- Problem Solving
- Teamwork

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- 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+ hrs. 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 checked="" type="checkbox"/> cold <input checked="" 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-ft. <input type="checkbox"/> reading distance 10-30 ft.
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: transport clients

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.

Employee Print Name: _____

Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer