

Unique People Services Job Description

Job Title: Case Manager
Department: Scattered Site
Reports To: Clinical Director
FLSA Status: Non-exempt
Prepared By: HR Director
Revised Date: 5/11/2017

SUMMARY: Utilizing educational and work experience in the human service field, provide case management services including planning, advocacy and referral services to HIV-AIDS population.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Develop case plan file.
- Conduct mandated home visits to residents' apartment units on a monthly basis. This is in addition to possible weekly, bi-weekly or emergency home visits as per residents' needs.
- Complete all required mandated documentations such as Service Plans, Social Summary, Medical Report, Income Verification, Budget, HIPPA, Waivers and Release of information. This is in conjunction to any new designated documentation to be implemented and is deemed necessary by the program.
- Assist residents with problems at local entitlement offices. (Social Security, Medicaid, Income Support, etc.)
- Implement and monitor the individual service needs of residents in order to provide case management services and link residents with other agencies, health providers and support systems.
- Institute appropriate referrals for services and function as a liaison/advocate to ensure receipt of required services.
- Adhere to emergency call requirements to facilitate crisis intervention, emergencies and other situations that require immediate actions.
- Facilitate individual and group counseling to residents i.e. substance abuse, money management, relationships with family and loves ones, current information on HIV/AIDS, treatments and drug trial programs.
- Provide monthly case load update to Clinical Director. Documents all direct service activities including residents served, case closures and direct service advocacy interventions.
- Document all contacts and referral activity into Foothold database system and residents' case records.
- When necessary and appropriate, accompany residents to medical appointments and/or arrange ambulate services.

- Attend all mandated meetings and in service training.
- Assist Residence Manager in the collection of resident program fees. Collects copies of residents' telephone and utility monthly bills for agency's portion payment.
- Establish working relationship with HASA case management staff to ensure quality client care.
- Participate in on going evaluation processes to assess direct service activities for program modification, future planning and to assist in the preparation of required reports.
- If necessary, provide counseling regarding daily living, i.e., cooking, menu planning and shopping.

Your working hours are Monday through Friday from 9am-5:30pm. Availability 24 hours per day for cell telephone contacts in the event of an emergency

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. A Bachelor's Degree in the Human Services field, with a minimum of one (1) year experience in the health services field. Prior experience preferred in case management, counseling with groups and/or individuals, crisis intervention and resident advocacy. Knowledge of HIV/AIDS and substance abuse. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NOTE: This job description reflects management's assignment of essential and secondary functions. It does not prescribe or restrict the tasks that may be assigned. Tasks are subject to change at any time due to reasonable accommodation or other reasons.