

Here's To Life, Inc.

Job Position: Non-Medical Case Manager

Job Description:

Under the direction of the Project Director, the Non-Medical Case Manager (NMCM) blends the mission of HTL with peer-to-peer experience in navigating care beginning with linkage to care through health care system enrollments and case management.

Utilizing experience and a strong skill set in understanding and working through healthcare systems and other social support mechanisms, as an NMCM, you will work with newly diagnosed clients, clients lost to care, and clients currently in care.

The NMCM's must exemplify compassion and the ability to relate to clients that will provide a level of comfort and trust to HTL's clients. Combined with a vast knowledge of health care systems and community resource connections within the specific area, the NMCM collaborates with the HTL Team and community providers to support them and with accessing available resources. This will include providing education and assistance so that eligibility for the program is understood. The client discussions and relationships forged by the NMCM work together each step of the way towards understanding, viral suppression, better health outcomes, and improving the quality of life.

Beyond the scope of the contract, we at HTL believe that everyone is entitled to equal employment opportunities without regard to race, color, creed, gender, sexual orientation, gender identity, marital status, national origin, age, veteran status, or disability. The right of equal employment opportunity extends to recruiting, hiring selection, transfer, promotion, training, and all other conditions of employment

Major Functions/Accountabilities:

- Conduct intake interviews with new clients as needed.
- Develop and monitor an Individual Action Plan (IAP) which serves to link the client with the appropriate community health and human service programs.
- Ensure that clients enrolled in the HIV Medical Services Program have a valid address on file with ISDH and remain in active or maintenance status.
- Complete a Report of Change Form for clients enrolled in the HIV Medical Services Program when any information changes (e.g., address, phone number, care site, etc.).
- Enter case note activities into the *Case Manager* database within five working days of providing the service.
- Ensure that all case notes are printed and placed in the paper chart on a monthly basis.
- Meet with clients in a safe place where they feel comfortable and abide by the safety protocol in the current HIV Non-Medical Case Management Policies and Procedures Manual.
- Incorporate daily medication adherence messages during appointments with all active and maintenance clients.
- Contact active clients monthly by telephone to keep them engaged in care.
- Return phone calls within one working day.
- As necessary, will transport clients to relevant appointments or refer clients to programs that can assist with transportation needs.
- Provide appropriate and relevant HIV and health information, social support, and supportive listening to clients as needed.
- Assist clients who have a completed POC with termination or discharge planning, especially clients that have been assessed as self-sufficient or appropriate for graduation from the program.

ASSISTANCE WITH ASSESSED NEEDS

- Serve as a referral agent and negotiate with specific service providers on behalf of the client.
- Verify client eligibility for entitlement programs.
- Assist clients in applying for entitlement programs such as SNAP (Food Stamps), Social Security (SSI) and/or Disability (SSDI), and other government programs.
- Obtain all appropriate documentation prior to enrolling the client into services.
- Assist clients in securing assistance for insurance programs to obtain medications.
- Assist clients in securing stable housing.
- Assess clients for work readiness and make referrals to vocational rehabilitation, supported employment, Ticket to Work, or other related programs.
- Make contact with all active clients at a minimum every 90-120 days to specifically address any outstanding care plan items.
- Serve as an advocate for the client when seeking services.
- Make at least three reasonable attempts to follow up on all referrals and document these attempts in the database.
- Before providing services for basic needs (e.g., food and transportation assistance), the Non-Medical Case Manager will thoroughly assess and document the need for such services and create a plan to help alleviate the need for similar services in the future.

SECURITY, CONFIDENTIALITY, AND PROFESSIONALISM

- Maintain confidentiality at all times.
- Ensure that all client files (both electronic and paper) are up to date with appropriate documentation and information.
- Responsible for the electronic client file and paper chart at the time of the audit.
- Perform other duties as assigned.
- Other duties as assigned

Minimum Qualifications:

Two (2) years of case management experience or a bachelor's degree in a human services field

Preferred Qualifications:

Minimum Qualifications

At least three (2) years of experience in working with organizations that serve individuals affected by HIV/STI/AIDS and working history with LGBTQ/Same-Gender Loving Communities

Email your resume to Info@HeresToLifeATL.org Subject 'position applying for'. Please do not call the office about the position. Welcome to email questions.