

JOB DESCRIPTION

POSITION TITLE: Assistant Case Manager

REPORTS TO: Case Manager Supervisor

STATUS: Non-Exempt

SALARY: \$25.00/hr

JOB SUMMARY

The Assistant Case Manager (ACM) works to support the Intensive Case Management (ICM) program at Four A's. Duties will include direct client interaction, administrative work and direct support of the ICM staff. The successful ACM candidate will have excellent verbal and written communication skills, judgement, critical thinking and a commitment to the guiding principles of the organization. The successful candidate will approach the work with curiosity and compassion and a collaborative, team-focused approach, whether working with an individual client, coworkers, or external community partners/providers. An ACM will possess a high level of expertise in fast-paced team-oriented workplace, scheduling, and workload, and be an excellent problem-solver and proactive communicator. This position is supported and supervised by the Case Manager Supervisor.

Four A's is an at-will employer.

GUIDING PRINCIPLES

- Trauma-Informed Care
- Harm Reduction philosophy
- Person-Centered approach
- Housing First model

QUALIFICATIONS

Education and Experience: The successful candidate will have life experience, experience in social services or a bachelor's degree in nursing, human services, social services. Prefer experience working on HIV-related issues or with people who experience HIV. Lived experience with HIV, substance use, or PrEP is highly valued. Must be able to work occasional evenings and weekends as necessary.

Communication Skills: Must possess excellent written, communication, and organizational skills, be proficient in database entry and management with an attention to detail, have a positive attitude, possess strong listening skills, and feel comfortable working with diverse populations in a variety of settings. Must be comfortable discussing sex, sexual health, and sexuality.

ESSENTIAL JOB FUNCTIONS

- Serve as a support for clients who need immediate assistance when an ICM is not available.
- Provide comprehensive education on HIV/AIDS, treatment options, prevention strategies, and the impact of viral suppression.
- Promote sexual health and wellness via status-neutral approaches and evidence-based interventions.
- Transport clients to medical or other appointments.
- Represent the agency and provide information to the public on all organization services at external outreach events.
- Document all client interactions, interventions, and progress notes in accordance with program guidelines and requirements.
- Work with a team of Intensive Case Managers to provide services to all people living with HIV served by Four A's.
- Provide support for programs including Friday lunch, the food pantry, and other Four A's services.
- Maintain all physical and electronic client files.
- Actively participate in department meetings, QI/QM projects, events, bringing a positive, solution-based approach to challenges.
- Actively participate in facilitating a welcoming, affirming, and compassionate culture of healing within the organization.
- Proactively seek out new resources, information, and opportunities that would benefit PLWH.

Equipment:

- Ability to operate proficiently a personal computer, fax machine, printer, and copier.
- Access to own and reliable transportation.

Physical Requirements:

- Frequent communication - verbal and written.
- Frequent sitting and/or standing.
- Repetitive movement of hands and fingers - typing and/or writing.
- Visually or otherwise identify, observe and assess.
- Occasional stooping, kneeling or crouching.
- Reach with hands and arms.
- Use math/calculations.
- Lifting Requirement – maximum of 25 lbs

Certifications and Clearances: Valid driver's license; proof of auto insurance.
Background check.

Access to PHI: Will have access to Protected Health Information as outlined in Four A's Security Policies & Procedures.

Four A's is an Equal Opportunity Employer and makes every effort to ensure that in every phase of its recruitment and selection processes equal employment opportunity is provided to all individuals regardless of race, color, genetics, sex, gender identity or

expression, sexual orientation, age, religion, marital status, change in marital status, pregnancy, parenthood, disability, national origin or citizenship, or veteran's status. **People with lived experience of drug use, incarceration, homelessness, and/or sex work; people of color, women, and members of the LGBTQIA+ communities; and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.**

To apply, please email a cover letter and resume to applicants@alaskan aids.org.