



JOB DESCRIPTION

POSITION TITLE: Case Management Supervisor

REPORTS TO: Director of Client Resources

STATUS: Exempt

SALARY: \$72,000 - \$75,000

JOB SUMMARY

The Alaskan AIDS Assistance Association provides a large number of supportive services to people living with HIV across the state of Alaska and is supported by the Ryan White Part B funds administered by the State of Alaska. Case Management and housing services are also supported through funding from the Housing Opportunities Program for People with AIDS (HOPWA), another federal funding source managed by HUD and administered by the Alaska Housing Finance Corporation. The case management program serves over 250 people across the state each year.

The Case Management Supervisor is responsible for oversight of programs that meet the needs of individuals living with HIV and their families. This includes training, support and supervision of four Anchorage-based Case Managers, and two remote Case Managers, ensuring that all services are provided in supportive and affirming environment, and in line with the values of the organization. The CM Supervisor coordinates the day-to-day delivery of case management services.

QUALIFICATIONS

Education and Experience: Experience in human services, social services, or related field and a minimum of 3 years direct experience in social services. Supervisory experience required. Prefer knowledge of/experience with harm reduction, health disparities, and trauma-informed care.

Communication Skills: Communicate effectively in oral and written form with clients, family members, agency staff, other service agencies, and the general public; strong active listening skills.

Equipment:

- Ability to operate proficiently a personal computer, fax machine, printer, and copier.
- Access to transportation.
- Cell phone required.

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 – minimum of 25 lbs

Certifications and Clearances: Valid driver's license; proof of auto insurance (if using a private vehicle). Federal and State background check (related only to fraud and abuse of vulnerable populations) and TB test.

Knowledge: Experience and/or knowledge of training and supervising staff members. Possess knowledge of case management and community collaboration. Preferred: experience/knowledge of social services available in Anchorage and the Mat-Su.

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

Primary Responsibilities:

- Provide services in accordance to the Four A's mission statement.
- Responsible for adhering to all policy and procedures as outlined in the Employee Handbook and other departmental procedure manuals.
- Responsible for the orientation, training, evaluation, and supervision of Case Managers.
- Responsible for following grant guidelines for the Ryan White Part B and Housing Opportunities for People with AIDS (HOPWA) programs.
- Ensure services meet all requirements as outlined by the funding source and/or State/Fed law.
- Act as a liaison or mediator between case managers and clients when needed.
- Oversee rental subsidy housing programs.
- Assist with data collection for monthly, quarterly, and annual reports.
- Structure and facilitate individual case manager supervision meetings
- Attend local and state housing forums/coalitions and network with other affordable housing and homeless service providers in the community to access services and increase recognition of needs of homeless people with HIV/AIDS.
- Responsible for approval of funds for service provision under direction of the Director of Client Resources and in coordination with the Finance Manager.
- Oversee the administration of the Four A's food pantry.
- Provide direction and guidance of program-related administrative tasks to the Ryan White Administrative Assistant (this position is supervised by the Director of Client Resources.)
- Responsible for understanding the requirements and program services of the AIDS Drug Assistance Program and collaborating with the ADAP Manager to meet the needs of clients who need insurance assistance.
- Participates in quality assurance activities under the direction of the Director of Client Resources.
- Provide direct services to clients on an as-needed basis.
- Oversee on-site client events including Friday Lunch.
- Collaborate with development staff to ensure participation of Client Resources staff in agency events and development activities.
- Participate in all agency-wide trainings and initiatives, including those related to Diversity and Inclusion, LGBTQ+ competency, Harm Reduction, and Trauma-Informed Care.

Non-Essential Job Functions

This Job Description does not list all of your job duties. Occasionally your supervisor might request that you perform other reasonable duties. Review of your performance is based on your performance of the duties listed in this Job Description and these other duties. The Four A's reserves the right to revise this Job Description at any time. This Job Description is not a contract for employment. Therefore, either you or the Four A's may terminate the employment relationship at any time, for any reason, with or without notice, with or without cause.

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.**

Interested candidates can apply by sending a resume and cover letter to applicants@alaskan aids.org.