



JOB DESCRIPTION

POSITION TITLE: Southeast Case Manager & Administrative Assistant

REPORTS TO: Southeast Program Manager

STATUS: Non-Exempt

PAY RANGE: \$19 - \$24 hour with benefits

JOB SUMMARY

The Case Manager & Administrative Assistant position is approximately ½ case management for clients living with HIV/AIDS and ½ administrative assistance for the Southeast Program Manager and the operation of the Southeast office. This position is a source of support and guidance to individuals living with HIV/AIDS, identifying an individual's resources and needs and develops a Service Plan to increase self-sufficiency.

QUALIFICATIONS

Education and Experience: Bachelor's degree in social work, human services, psychology or education or equivalent experience. Prefer a minimum of three years' experience working with people who experience HIV/AIDS, terminal illnesses, behavioral health or substance abuse treatment. Excellent organizational skills, time management and adherence to confidentiality

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

Certifications and Clearances: Valid driver's license; proof of auto insurance (if using private vehicle). Federal and State background check.

Knowledge: Experience and/or knowledge of disabilities and/or terminal illnesses, specific knowledge of HIV/AIDS and how it affects the various aspects of an individual's life. Possess strong knowledge of the principles of chronic disease management and a thorough understanding of community resources. Experience using Microsoft Office to include MS Word, Excel, and Outlook, maintaining complex physical and network filing system and maintaining a small office supply inventory.

JOB FUNCTIONS:

Essential:

- Provide services in accordance with 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.
- Manage the practical application of ethics in case work.
- Recognizes and maintains confidentiality of work materials.
- Complete documentation and Service Plan according to client's goals/objectives.
- Assist clients to achieve goals as outlined in their Service Plan.
- Provide clients training in the areas of accessing community resources, medical adherence, household management, or other needs as outlined in the clients' Service Plan.
- Assist clients to sustain permanent housing.
- Maintain contact with clients on a basis that is appropriate to their particular needs.
- Exercise patience, understanding, and concern for each client's health, safety, development, and enjoyment of life. Understand individual differences regarding cognitive functioning and adapt accordingly.
- Process client requests for Supportive Services in a timely and accurate manner.
- Maintain accurate physical and digital client documentation, manage client files and various other paperwork/reports.
- Provide transportation to clients when required
- Maintain outreach to agencies and organizations pertinent to clients.
- Attend weekly case management meetings and other specified meetings/trainings as required.
- Accurately complete job assignments, agency forms, and written documents within assigned deadlines.
- Ability to communicate effectively in oral and written forms with consumers, families, significant others, coworkers, supervisors, other service agencies, and the community.
- Greets office visitors, staff, and clients in a professional, courteous manner. Schedule appointments as requested.
- Manages distribution of food vouchers, bus passes and client mail.
- Provide/assist with initial rapid HIV testing paperwork for individuals tested.
- Routes incoming mail; prepares outgoing mail.
- Operates office equipment including copier, phone with voicemail, computer.
- Maintains cleanliness and neatness of reception area and staff mailroom/storage area.
- Arranges for maintenance of photocopier and other office machines when required.
- Serves as point of contact for property manager for maintenance requests as needed.
- Works independently in the absence of supervision and uses initiative and judgment in dealing with work flow and uncertain situations.

Non-Essential:

- Runs errands upon request.
- May require travel to visit clients outside of Juneau as often as quarterly.
- This is not a list of all jobs. You may be requested to perform other reasonable duties.

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 veterans status. **People with Lived experience of drug use, incarceration, homelessness, and/or sex work; people of color, women,**

members of the LGBTQOA + communities; and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.