



JOB DESCRIPTION

POSITION TITLE: Intensive Case Manager

REPORTS TO: Case Manager Supervisor

STATUS: Exempt

SALARY: \$28.61 - \$32.19 per hour (equivalent to \$59,510 - \$66,949)

JOB SUMMARY

The Intensive Case Manager (ICM) works within trauma-informed harm reduction and modalities to proactively support the goals and quality of life of people living with HIV (PLWH) and their families. The successful ICM candidate will have excellent verbal and written communication skills, judgement, critical thinking, and possess the ability to address complex needs and issues experienced by PLWH, as well as a thorough understanding of HIV treatment and prevention, trauma-informed care, harm reduction, and available community resources (including but not limited to housing, benefits/entitlements, and behavioral health). 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 ICM will possess a high level of expertise in prioritizing client needs, scheduling, and workload, and be an excellent problem-solver. This position is supported and supervised by the Case Manager Supervisor and assisted by the Assistant Case Manager. 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 possess a bachelor's degree in nursing, human services, social services or related field OR commensurate experience. 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 the primary point of contact for clients, ensuring seamless coordination and communication between healthcare providers, social services, and community organizations.
- 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.
- Address social determinants of health by being highly knowledgeable of external services and emergency services (i.e., housing, domestic violence, food pantry) and proactively linking PLWH to those resources.
- Meet the needs of people facing complex sets of barriers, including behavioral & mental health, substance use, homelessness and/or extensive trauma history
- 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.
- Manage the provision of ICM care and support to up to 60 individuals.
- Effectively advocate with and/or on behalf of PLWH.
- Proactively reduce barriers experienced by PLWH, both current and anticipated.
- Actively participate in department meetings, QI/QM projects, events, bringing a positive, solution-based approach to challenges.
- Work collaboratively with PLWH to identify personal goals and address barriers to those goals, with a focus on engagement and retention in HIV Care and quality of life.
- 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 at-will employer.

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@alaskanaids.org.