



JOB DESCRIPTION

POSITION TITLE: Case Manager

REPORTS TO: Director of Client Resources

STATUS: Non-Exempt

JOB SUMMARY

Case Manager is a source of support and guidance to individuals infected or affected by HIV/AIDS. Case Manager identifies an individual's resources and needs and develops an Individual Service Plan to increase self-sufficiency.

QUALIFICATIONS

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

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.

Equipment:

- Ability to operate proficiently a personal computer, fax machine, printer, adding machine and copier.
- Access to reliable transportation.
- Cell phone required (phone provided by Four A's)

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 private vehicle). Federal and State background check and TB test.

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.

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

JOB FUNCTIONS:

Essential:

- 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.
- Complete documentation and Individual Service Plan according to individual goals/objectives.
- Manage the practical application of ethics in case work.
- Work on getting clients to sustain permanent housing.
- Maintain contact with clients on a basis that is appropriate to their particular status and needs.
- Perform check-in and check-out inspections with residents in agency properties as assigned.
- Maintain outreach to agencies and organizations pertinent to potential residents and/or supportive services.
- Attend weekly case management meetings and other specified meetings/trainings as required.
- Maintain accurate client documentation and other pertinent paperwork/reports.
- Assist clients to achieve goals as outlined in their Individual Service Plan.
- Provide clients training in the areas of personal hygiene, accessing community resources, medical adherence, household management, or other needs as outlined in the clients' Individual Service Plan.
- Provide transportation to clients when required.
- 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.
- 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.

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.

Employee Signature

Date