

## **HIV Services, Medical Case Manager**

### **Position Summary**

The HIV Medical Case Manager position is a full-time position requiring 37.5 hours per week based in Dover, NJ. The Medical Case Manager will work closely with clients living with HIV/AIDS who have multiple psychosocial and/or health related needs. Medical Case Management services is a strength based approach to service that includes treatment adherence counseling, coordination and follow-up of medical treatments, client advocacy, and assistance in obtaining housing, financial support, legal services, social support and any other needed service. The goals of Medical Case Management is to insure that clients with HIV/AIDS have timely access to comprehensive medical care and social services; prevent disease transmission and delay of HIV progression and to promote and support client independence and self-sufficiency. The Medical Case Manager will be supervised by the Clinical Supervisor. Minimum education requirement is a bachelor's degree in a human service field and/or two years experience working with individuals living with HIV.

- Screening
  1. Collaborate and Consult with Clinical Staff to identify current clients who are in need of medical case management services.
  2. Works with agencies in the HIV/AIDS service system to engage individuals infected with HIV.
  3. Respond within 24 hours to requests for case management services.
  4. Schedule a screening time within 5 days of the initial request.
  6. Complete the screening to determine eligibility for medical case management services.
  7. Provide back up to Zufall's HIV Testing program.
- Orientation and Assessment
  1. Provide an overview of case management services including the role and responsibility of the case manager and the client; the agency's grievance procedures and the Case Management Agreement.
  2. Completion of the comprehensive assessment, within 30 days of initial screening, to determine the client's strengths, resources, needs and problems.
  3. Work with client to develop an individual Service Coordination Plan which includes realistic, measurable and mutually acceptable goals that are based on the results of the assessment.
  4. Identify action steps needs to achieve each goal, including target dates for accomplishment of the stated goals.
  5. Identify referrals made to other providers/services in connection with action steps.
  6. Obtain client and case manager's signatures on Service Coordination Plan.
  7. Copy plan and give to client and file original in client's file.
- Referrals and Case Coordination
  1. Attend and participate in HIV Collaborative Meetings as scheduled.
  2. Enroll Medical Case Management clients in Zufall's 340B pharmacies.
  3. Identify and contact community based organizations, primary care providers, housing services and other needed providers to establish referral agreements and to coordinate collaborative efforts with clients.
  4. Complete all documentation to show evidence of the time, date, place and description of each case management service.
  5. Document progress made toward goals by writing notes in Zufall's electronic medical records.
  6. Complete all required billing and tracking forms.
- Continued Contact

1. Face to face interaction with client, as required by level of needed support.
2. Complete review of Service Coordination Plan minimum biannually; making any changes, additions or deletions to current services.
3. Obtain clients signature on Service Coordination Plan review indicating the agreement for continued contact and case management services.
4. Develop intervention plan to re-engage client if face-to-face contact is not maintained and include the intervention in the Service Coordination Plan.
5. Document treatment adherence activities, and harm reduction counseling in client's file; these include keeping medical appointments, taking prescribed medication, refilling prescriptions, etc.
6. Complete Ryan White eligibility reassessment biannually and annually, including the development of a new Service Coordination Plan.

### **Knowledge, Skills and Abilities**

- Excellent customer focused interpersonal skills to interact in an effective manner with practitioners, the interdisciplinary health care team, community agencies, patients, and families with diverse opinions, values, and religious and cultural ideals.
- Excellent verbal and written communication skills.
- Bilingual in Spanish/English, required
- Excellent computer skills, experience with electronic medical records a plus.
- Experience with CAREWare/CHAMP a plus.
- Ability to interact with patients, staff and outside agencies appropriately.
- Ability to follow instructions, given either orally or in writing.
- Ability to work independently or with little supervision.
- Excellent organizational skills such as problem solving, decision making, priority setting, and work delegation.
- Ability to complete assignments in a timely manner.
- Ability to work as a team member.
- Ability to maintain HIPAA compliance, corporate compliance and client confidentiality.

### **Education, Training and Experience**

- Bachelor's degree in social services
- Knowledge of Word and Excel required. Experience in the use of electronic medical records a plus
- Knowledge of computerized data entry systems required specifically the CAREWare/CHAMP system is a plus
- Minimum 1 year experience providing social services assistance and with direct patient/client contact.
- Experience in medical setting or some clinical background preferred

**To Apply go to:** <https://www.zufallhealth.org/join-us/employment/?p=apply>

Fill out General Application and attach cover letter and resume. Please be sure to state in your cover letter that you are applying for: HIV Services, Medical Case Manager – Dover.