

Valley AIDS Council d/b/a Westbrook Clinic Position Description

Job Title: HEI Case Manager
FLSA Status: Non-Exempt
Approved By: CEO/Executive Director
Approval Date: 01/25/2017

Skill Level: Licensed Case Manager I
Reports to: Director of Client Services
[PCMH refers to Patient Centered Medical Home]

*O*Net Equivalent: 21-1022.00, Healthcare Social Workers, Job Zone 5, 5-Bachelor's degree, Provide individuals, families, and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses. Services include advising family care givers, providing patient education and counseling, and making referrals for other services. May also provide care and case management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare.*

EMPLOYEE RISK FACTOR: III

Performs tasks that do not routinely involve exposure to blood, body fluids or tissues, and are not called on to perform or assist in emergency medical care or first aid to be potentially exposed in any other way as a condition of employment.

SUMMARY:

Provides individual and group counseling, education programs in accordance with treatment plan. Documents treatment and discharge plans and clients' progress and response to treatment and maintains related records and files. Performs case management and contributes to client care monitoring.

SUPERVISION RECEIVED:

1. Direct Supervisor: Director of Client Services
2. Department Supervisor: Director of Client Services
3. CEO/ED.

SUPERVISION EXERCISED:

1. None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conducts intakes to process new clients into the case management system, provides risk screenings and prevention counseling to high risk individuals and assesses the health and social services needs of new clients.
- Prepares and conducts educational program and lectures on scheduled topics related to relapse prevention, life skills, problem solving, anger management and domestic violence and so forth;
- Maintains regular communication verbally and in written form with client family members or guardian, probation officers, case workers, court offices, insurance providers, and so forth: to relay reports and other information for the continuity of care;
- Performs case management and services as client advocate, by obtaining, coordinating and scheduling additional medical, dental, or psychiatric treatment: or other legal, social services, education, employment or other community organization services. Maintains rapport with local community resources to ensure effective referral options and contacts;
- Attends job specific trainings sessions offered within and outside of organization to enhance job skills and knowledge;
- May be required to perform urine, saliva or hair collections, for client participating in the random

- drug screening program;
- Participate in VAC/Westbrook Clinic special events;
- The ability to work with diverse groups in the community;
- Maintain a flexible schedule Monday - Friday 8:00 am - 5:00 pm, this position may occasionally require non-traditional hours, such as evenings and weekends;
- Other duties as assigned by Supervisor.

MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:

A degree from an accredited 4-year college or university program in the fields of health, social services, mental health or related area; Prefer three years of case management experience working with substance abusing clients and their families.

Licensed Chemical Dependency Counselor, preferred

Must meet minimum training requirements:

MINIMUM QUALIFICATIONS – KNOWLEDGE, SKILLS & ABILITIES:

Knowledge of HIV/AIDS; knowledge of community resources and referrals; knowledge of OSHA regulations. Working knowledge of Microsoft Office, specifically Outlook, Word & Excel.

Skill in operating the listed tools and equipment.

Must have oral and written communication skills in English; organizational and time management skills.

Ability to perform multiple tasks; good problem-solving abilities; demonstrate flexibility and positive people skills. Ability to work with people of diverse backgrounds living with HIV/AIDS.

- Knowledge of and proven ability to successfully work in 12 core function areas:
- Working understanding of the unique needs/dynamics of the client population;
- Good writing skills;
- Ability to communicate with treatment staff;
- Ability to liaison with staff of referring agency;
- Ability to develop a working understanding of the agency policy and procedure manual, and to use that manual in the day to day operations of the agency.

SPECIAL REQUIREMENTS/QUALIFICATIONS:

State of Texas Class “C” Driver’s License. Employee must maintain all certifications, licenses and/or registrations consistent with Westbrook Clinic policy and Texas State Law.

Bilingual (English-Spanish) preferred.

EQUIPMENT USED:

Requires frequent use of personal computer, including word processing and spreadsheet programs; telephone, copy machine, fax machine, and automotive vehicle.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORKING CONDITIONS:

Work is predominantly performed in an office setting where the noise level is usually quiet.

This job description should not be interpreted as all-inclusive or as an employment agreement between the

employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Valley AIDS Council d/b/a Westbrook Clinic is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the Agency community and the employment experience of its members. Valley AIDS Council d/b/a Westbrook Clinic prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all Agency Policies and Workplace Postings.

Background investigations and a drug screen are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon Valley AIDS Council d/b/a Westbrook Clinic's acceptance of the results of the background investigation and drug screen.

Employment with Valley AIDS Council d/b/a Westbrook Clinic will require training which may include but not limited to explicit training/discussion regarding sex and sexuality. This position may also encounter such explicit language when dealing with clients and targeted populations.

This job description has been discussed with me by my supervisor. I agree to perform these duties to the best of my abilities, and I understand that my duties may not be limited to those described above.

_____ Employee Signature	_____ Date
_____ Supervisor Signature	_____ Date
_____ HR Director Signature	_____ Date
_____ CEO/Executive Director Signature	_____ Date