

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

Job Title: Medical Case Manager (MCM)  
FLSA Status: Non-Exempt  
Approved By: CEO/Executive Director  
Approval Date: 10/28/2015  
Department: Patient Centered Medical Home (PCMH) Case Management  
Reports to: PCMH Administrator Case Management

### **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 clinical casework and group work services to clients and their families. Assures that all necessary documentation and medical records are maintained for DSHS and HRSA grant funding. Provides medical support services under the direction of the PCMH Director: Physician to those infected and affected by HIV/AIDS. Assists patients and their families with personal and environmental difficulties which predispose illness or interfere with obtaining maximum benefits from medical care. This job is based at Westbrook Clinic – Harlingen but travel to Westbrook Clinic – McAllen will be required from time to time.

### **SUPERVISION RECEIVED:**

1. Direct Supervisor: PCMH Administrator: McAllen
2. Department Supervisor: PCMH Administrator
3. General Direction: PCMH Director: Physician
4. CEO/ED.

### **SUPERVISION EXERCISED:**

1. None

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Once new clients have completed the intake services with the L2CC specialist, review intake materials including the clinic chart and the case management chart, refer patients to outside providers (as indicated by physician) and developing a plan for clinic patients.
- As part of a PCMH Team works in close collaboration all other members of the PCMH team, including physicians and other health care personnel in patient evaluation and treatment to further their understanding of significant social and emotional factors underlying patient's overall health.
- To provide ongoing case management services to clinic patients including coordinating all clinic and case management/counseling appointments assistance in accessing entitlement program (to resume life in the community or to learn to live within limits of disability) as determined by clients ratings on the acuity scale.
- Developing and managing an assigned caseload by monitoring PCMH client plans and updating them according to optimum social and health adjustment within the client's situation, which includes following Agency and Grantor guidelines in regards to graduating clients from Medical Case Management to self-management, when appropriate.
- Completing administrative reports reflecting caseload activities and documenting usage of agency resources as per agency guidelines.

- Representing the agency at staffing of cases mutually served by VAC/Westbrook Clinic and other health care or social service agency or agencies.
- Assessing the health care and social service needs of new PCMH Case Management clients.
- Participates in planning for improving health services by interpreting social factors pertinent to development of program.
- Helps patient and family through individual or group conferences to understand, accept, and follow medical recommendations.
- 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.
- Assessing eligibility for different programs, services, and resources, such as assisting with Housing Opportunities for Persons with AIDS (HOPWA)
- Performing home visits to assess living situation and ensuring that the home passes inspection.
- Other duties as assigned.

**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; and/or technical school and three to six months of related experience and/or training; or equivalent combination of education and experience.

Masters’ degree preferred.

Prefer one year of case management experience with HIV infected persons, and/or persons with a history of mental illness, homelessness, or chemical dependence; or any equivalent combination of education and experience.

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.

**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.

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Employee Signature

\_\_\_\_\_  
Date

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Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Director Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO/Executive Director Signature

\_\_\_\_\_  
Date