



JOB POSTING

Position: HIV Case Manager (Bilingual Spanish)
Classification: Full-time, Salary, non-exempt
Date Updated: July 2024
Reports to: Health Services Director

Purpose: To provide linkage and referral to medical care, medication access, and supportive services for people with HIV, meet the immediate psychosocial and health needs of HIV positive clients at their level, establish a supportive relationship, educate, enhance quality of life, and maximize medical adherence.

Essential Functions:

- Maintain client and constituent confidentiality as outlined in the employee Policies and Procedures, confidentiality laws and policies are subject to frequent change by local, state and federal entities
- Provide HIV/AIDS education and risk reduction techniques
- Provide support and encouragement when counseling risk reduction
- Make all necessary efforts to get clients linked to an initial medical appointment with an antiretroviral prescriber within 3 days of initial screening
- Track linkage of clients and progress along the HIV Care Continuum
- Link and refer clients to supportive services such as mental health, transportation, and social support groups
- Ability to discuss sensitive topics and provide appropriate levels of support to those in crisis
- Conduct outreach to clients who have fallen out of medical care or contact with the program, including various forms of communication attempts and field visits
- Participate in HIV Community Education sessions
- Complete all documentation of services provided within 2 business days of contact with the client
- Maintain knowledge of HIV/AIDS
- Have a thorough knowledge of counseling procedures for rapid testing
- Provide monthly reports on activities with clients, other providers, and knowledge gained during any training session
- Attend all departmental and staff meetings
- Assist with set up and tear down for agency events

- Participate in case conference meetings
- Participate in the grant writing process
- Participate in ongoing professional development activities in order to keep current on new developments in the field and to enhance skills already maintained.
- Attend and participate in community outreach and fundraising events as requested; this will occasionally require working additional night and/or weekend hours.
- Complete eligibility determination and redetermination
- Complete initial and ongoing assessment of the client's needs and personal support system and document in client record.
- Determine client's ability to access services based on program guidelines and eligibility requirements
- Provide education on HIV, medications, safe sex, accessing services, etc., as needed based on client assessment.
- Complete the comprehensive and individualized Action Plan.
- Provide periodic re-evaluation and adaptation of the action plan making necessary revisions to match the changing needs of the client.
- Assist clients with the application of all reimbursement services assuring that Ryan White is the payor of last resort.
- Ensure that all consent forms are current and in client records.
- Track client adherence and compliance by recording medical appointments, laboratory results, and medication regimens.
- Maintain client records to the standards laid out by the department and program.
- Meet at least monthly for supervision.
- Provide backup to other staff as needed.
- Attend staff meetings.
- Complete any other tasks assigned by Supervisors.

- Relationships:
 - Within Organization: The HIV Case Manager will maintain ongoing communication with the Health Services team and exchange information, ideas, concerns, and utilize problem-solving techniques.
 - Outside Organization: The HIV Case Manager will maintain ongoing contact with members of affiliated agencies; establish and maintain cooperative working relationships with city, county, state and federal agencies and other related groups.

Qualifications:

- Bachelor's degree in social work or related field required. Experience in community health education development and implementation may be substituted
- State certified HIV/AIDS 500/501 trained, or be willing to become certified, with continued updates
- Bilingual English/Spanish
- Knowledge of HIV/AIDS, and sensitivity to the needs and realities of people living with HIV
- Must have flexibility with regard to work hours, must be able to work nights and weekends
- Ability to communicate with a variety of health care and human services providers
- Strong organization, time management, and interpersonal skills
- Ability to work under stress and with limited resources
- Maintain appropriate standards of care
- Technically skilled; proficient on PC platform in computer applications especially Microsoft Office

Physical and Mobility Requirements:

- Position requires occasional travel in the local area. Must have reliable transportation.
- Ability to be mobile, sit or stand for long periods of time throughout the day.
- Must be able to lift a minimum of 10 pounds at a time.

Expectations: All employees will support the organization's mission, vision, and values by exhibiting the following behaviors: professionalism, excellence and competence, collaboration, innovation, respect individuality of others, commitment to our community, accountability, and ownership of actions and decisions. All employees will demonstrate support of the organization through commitment to policy, safety and security, and compliance. All employees are expected to participate in organization events and support organization program operations.

Non-Discrimination Statement:

Compass does not discriminate against employees or clients on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, marital status, familial status, HIV status or any other characteristic protected by Federal and State law. A non-discrimination clause concerning employment opportunity is incorporated in the Employee

Policy and Procedure Manual. Compass will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

All applicants must submit a cover letter and resume.