



JOB DESCRIPTION

Job Title: RWPB Eligibility Case Manager	FLSA Status (HR): Non exempt
Department Name: Case Management	Approved By (HR): Teresa Mooney
Reports to (Title): Chief Operations Office	Date Revised (HR): 12/22/2016
Date Prepared: 4/1/2016	Prepared By: Ivy Spadone

JOB SUMMARY: The RWPB Eligibility Case Manager supports the activities of the Client Services Department by providing Ryan White Part B eligibility to qualified HIV positive individual as well as high quality case management by assisting clients in achieving identified goals. Primary focus is on underserved populations and individuals who are multi-diagnosed and at high risk for homelessness. HOPES has an integrated team model approach to patient care. Part of the RWPB Eligibility Case Manager’s responsibility will include participation in organization wide Patient Centered Medical Home activities to enhance patient care. RWPB Eligibility Case Management does not include direct delivery of medical, clinical, or other direct professional services.

ESSENTIAL FUNCTIONS:

1. Maintain a good knowledge and understanding of Northern Nevada HOPES’ mission, vision, and philosophy and support these tenets at all times while conducting agency business
2. Contribute to a healthy work environment by demonstrating the following: active participation in meetings and team building activities; direct and timely communication about needs and problems at all times and an open and receptive attitude towards proactive problem solving and constructive feedback approaches
3. Maximize learning opportunities by remaining receptive to constructive feedback and utilizing support available from your supervisor
4. Conduct a comprehensive intake and assessment with each client which includes demographic information as well as a psychosocial history
5. Facilitate a Latino support group for Ryan White Part B (RWPB).
6. Provide intensive case management to HIV + Washoe County residents eligible for RWPB that have fallen out care, are not adherent to their HIV medications, have lapsed in their RWPB certification, and/or are at-risk of these things.
7. Assist clients with initial enrollment and renewal of RWPB eligibility, enter and maintain client data in CAREWare, follow up with clients who are nearing the end of their eligibility window, and link RWPB eligible clients to medical and psychosocial support services.
8. Ensure appropriate and timely follow up with all clients either via telephone or face to face encounters.
9. Assist RWPB eligible clients with medical transportation services.
10. Act as a client advocate and assist clients with problem solving and accessing resources for services
11. Provide appropriate referrals, following up on all referrals and interventions to ensure the client’s access to designated services
12. Provide crisis intervention and emotional support to client when appropriate
13. Contact each client as required by contract
14. Maintain accurate and up to date information of each client’s chart and document client contact using the appropriate/required databases
15. Advocate with HOPES providers and other primary care providers to ensure access to quality treatment and/or care
16. Attend clinical supervision; actively participate in case conferences and case management related training
17. Actively practice harm reduction, low-barrier, client-centered case management
18. Maintain appropriate professional boundaries with all HOPES clients
19. Serve as part of the HOPES Team and provide assistance to Case Management Department as requested
20. Assist in the development of monthly reports
21. Represent Northern Nevada HOPES at community meetings, collaborate with other social services agencies as a part of a continuum of care and serve as an advocate for Northern Nevada HOPES’ constituents
22. Facilitate groups and or educational seminars as assigned



23. Provide translation services in the clinic or community appointments as necessary

REQUIREMENTS:

1. Degree or formal studies in Social Work or equivalent work experience.
2. Experience appropriately handling sensitive and confidential information and situations.
3. Excellent communication skills, both oral and written
4. Experience working with diverse populations
5. Possess a current Nevada Drivers License, auto liability insurance and reliable transportation
6. Bilingual Spanish/English

MARGINAL/ADDITIONAL FUNCTIONS:

1. Assists with other client activities, social services administration and other departments as assigned

REPORTING STRUCTURE:

Supervision Received: Social Services Coordinator and Social Services Director

Supervision Exercised: None

CONTACTS:

Internal: All HOPES staff and clients

External: Medical providers, governmental agencies, community members, businesses and other social service agencies

JOB QUALIFICATIONS:

Knowledge, Skills, and Abilities: Excellent organizational, counseling, verbal and written communication skills. Ability to take initiative, work independently and balance multiple tasks simultaneously. Team player who is self-motivated, high-energy and enthusiastic. Knowledge of the *harm reduction* model of care. Possess an understanding of substance use and mental health issues in the HIV+ population

Education or equivalency: Bachelors degree or formal studies in social work OR equivalent work experience

Experience: Experience in group facilitation, case management and resource referral. Experience working with street youth, sexual minority youth, injection drug users, other relevant substance-using populations, and other at-risk and vulnerable populations.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all duties and skills required in order to perform the work. The health center reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and the Center continues to maintain its status as an at-will employer. If the essential functions of this position cannot be performed in a satisfactory manner by the employee, reasonable accommodations may be made.

EMPLOYEE ACKNOWLEDGEMENT:

Employee Name	Employee Signature	Date

SUPERVISOR ACKNOWLEDGEMENT:

Supervisor Name	Supervisor Signature	Date