

**Open Cities Health Center, Inc.**  
**JOB DESCRIPTION**

**JOB TITLE: HIV/AIDS/Adult Services Case Manager**

**JOB CLASS: Exempt**

**JOB RESPONSIBILITIES:**

Under the direct supervision of the Director of Operations, provides case management to HIV/AIDS patients. Provides assistance with medical/dental care, follow-up, advocacy, education, and support services for HIV/AIDS patients. Assists with outreach and recruitment of HIV/AIDS patients and overall program development. Responsible for assisting independent seniors to access services, benefits and provide senior's with the opportunity to "age in place."

**JOB DUTIES:**

- Works closely with all providers, RN's, Case Managers, Health Navigator Coordinators, & Enrollment Coordinators in providing patients with HIV/AIDS or at risk for HIV/AIDS to provide education, resource referrals, follow-up, and support.
- Conducts one on one education sessions, home visits, and provides needed referrals.
- Provides regular data entry and maintenance of electronic medical records, and other health databases
- Attends all necessary Outreach and health education events, including assisting with planning and hosting of events.
- Attends all necessary continuing education/training as needed. Participates in development of case management program and implementation of new processes/workflows.
- Provides supports and is familiar with clinic procedures such as scheduling of appointments, patient fees, and confidentiality, and availability of a variety of services. Maintains awareness of community resources and is informed of issues affecting the community we serve.
- Creates and maintains positive relationships on behalf of Open Cities Health Center with community agencies, community members, and its leaders.
- Keeps track of all individual patient and community contracts. Submits monthly report of patients served and community contacts to Program Manager. Completes all necessary paperwork.
- Assist in other related duties as assigned by the Director of Operations.

**Adult Services Responsibilities**

The Case Manager is responsible for linking the older adults, especially those who are frail or at risk, and/or the disabled residents to the supportive services they need to continue living independently. Service coordination means the activity of linking a project resident to needed supportive services or medical agencies in the general community. Additionally, the term may cover case management, both formal and informal, in which the service coordinator assesses service needs, determines eligibility for public services, and makes resource allocation recommendations. Some specific duties to include:

- Establishes relationships with individual residents, their families and neighborhood groups
- Provides general case management (including intake) and referral services to all residents needing such assistance.
- Provides individual casework, case management for frail or at risk residents to include assessment, development of individual care plan, coordination of services and monitoring.
- Serves as liaison with appropriate social and health agencies and service providers in the community; shops around to determine/develop the best “deals” in service pricing, to assure individualized, flexible, and creative services for the involved resident(s).
- Provides resident population with current information on services, benefit programs and other resources.
- Refers and links the residents of the project and surrounding neighborhood to local service providers, such as, case management, personal assistance, homemaker, meals-on-wheels, transportation, counseling, visiting nurse, preventive health screening/wellness, and legal advocacy.
- Educates residents, and families on service availability, application procedures, client rights, etc., providing advocacy as appropriate.
- Monitors the ongoing provision of services from community agencies and keeps the case management and provider agency current with the progress of the individual. Manages the provision of supportive services where applicable.
- Helps the residents build informal support networks with other residents, family and friends.
- May set up volunteer support programs with service organizations in the community.
- May coordinate training for project residents in the obligation of tenancy.
- May educate other staff on the team about issues related to aging in place and service coordination, to help them to better work with and assist the residents.
- Works cooperatively with Director of Operations in an advisory or facilitative capacity to address needs of residents.
- Maintains accurate records and files in the most confidential manner.
- Completes semi-annual performance reports as mandated by CEO/Department director.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Demonstrate communication skills (oral and written) with patients, families, health professionals, community agencies, and units of government.

Understands and is able to effectively communicate the mission statement of Open Cities Health Center and the Community Health Connections program.

Demonstrated ability to work with persons and groups of diverse racial, ethnic, and economic backgrounds.

Demonstrates working medical terminology knowledge. Is computer literate & detailed oriented.

### **MINIMUM QUALIFICATIONS:**

A Bachelor of Social Work or degree in Nursing, Gerontology, Psychology or Counseling

Previous experience working in health care services setting or outreach is preferred.

Previous experience working with HIV/AIDS patients and projects preferred.

Previous experience working with new programs preferred. Self-starter and team oriented person required.

Persons of color strongly encouraged to apply.

I have read and reviewed the job description for the position of HIV AIDS Case Manager.  
I understand the duties and responsibilities of this job, and agree to perform these functions to the best of my ability.

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Employee Signature

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Date

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Signature of the Director of Programs & Grants

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Date

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Signature of the Executive Director

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Date