



JOB DESCRIPTION

Job Title: Case Manager-Bilingual	FLSA Status (HR): Non exempt
Department Name: Case Management	Approved By (HR): Teresa Mooney
Reports to (Title): Case Management Director	Date Revised (HR): 12/22/2016
Date Prepared: 1/18/2012	Prepared By: Sharon Chamberlain

JOB SUMMARY: The Case Manager supports the activities of the Client Services Department by providing high quality case management for people who are HIV+ as well as Primary Care Patients (PCP) by assisting them 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 Bilingual Case Manager’s responsibility will include participation in organization wide Patient Centered Medical Home activities to enhance patient care. Case Manager does not delivery medical care. Case Management is on behalf of the patient, not to the patient, and is management of the plan of care, not the patient.

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. Maintain and manage clients and caseloads as per current department P&P in relation to grants and patient population size.
5. Conduct a comprehensive intake and assessment with each client which includes demographic information as well as a psychosocial history
6. Create and facilitate psychosocial groups for clients as needed.
7. Work closely with RW case managers and patients, providing support and case management services as needed.
8. Develop a service plan with each client; updates that service plan as needed or as required by contract
9. Act as a client advocate and assist clients with problem solving
10. Provide appropriate referrals, following up on all referrals and interventions to ensure the client’s access to designated services
11. Provide crisis intervention and emotional support to client when appropriate
12. Contact each client as required by contract
13. Maintain accurate and up to date information of each client’s chart and document client contact using the appropriate/required databases and EMR
14. Advocate with HOPES providers and other primary care providers to ensure access to quality treatment and/or care
15. Actively participate in case conferences and case management related training
16. Actively practice harm reduction, low-barrier, client-centered case management
17. Maintain appropriate professional boundaries with all HOPES clients
18. Serve as part of the HOPES Team and provide assistance in Case Management Department as requested
19. Assist in the development of monthly reports
20. Represent Northern Nevada HOPES at community meetings, collaborate with other Case Management agencies as a part of a continuum of care and serve as an advocate for Northern Nevada HOPES’ constituents
21. Facilitate groups and or educational seminars as assigned
22. Provide translation services in the clinic or community appointments as necessary
23. Provide office coverage when designated



24. Other job duties as assigned, in support of an integrated model of care.

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, Case Management administration and other departments as assigned

REPORTING STRUCTURE:

Supervision Received: Case Management Coordinator and Case Management 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