



JOB DESCRIPTION

Job Title: RWPB Retention in Care Case Manager	FLSA Status (HR): Non-exempt
Department Name: Case Management	Approved By (HR): Teresa Mooney
Reports to (Title): Case Management Coordinator	Date Revised (HR): 4/1/2017
Date Prepared: 10/2014	Prepared By: Ivy Spadone

JOB SUMMARY: The Ryan White Part B (RWPB) Retention in Care Case Manager’s goal: Keeping people living with HIV/AIDS (PLWHA) engaged in HIV care. Lists of clients out to care from State of Nevada and HOPES will identify individuals not participating in medical care and/or non-adherent to HIV care plan (medical visits, medication regimen, etc). Utilizing tools and targeted interventions, this case manager’s primary role is to reengage these clients in treatment, removing barriers to participation in care whenever possible.

HOPES uses an integrated team model approach to patient care. Part of the RWPB Retention in Care Case Manager’s responsibilities will include participation in organization wide Patient Centered Medical Home activities to enhance patient care. This includes direct assistance in gaining access to services, coordination of care, oversight of the patient’s medical case coordination, and linkage to appropriate services. As quality is every employee’s responsibility, the Retention in Care Case Manager is required to uphold all standards and policies, and participate in quality improvement processes and meetings.

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. Ensure that the goal of the grant is always in focus, providing monthly reports to retention in care team on successful engagement and outreach activities.
5. Request a 45 day medication claim payment list and RWPB recertification lapse list from the state by the 1st working day of each month.
6. Ensure release of information, social networks forms with phone numbers of family/friends and frequented locations are available.
7. Work closely with the clinical team to coordinate reentry into care
8. Review list of HIV clients that will be coming into the clinic for an appointment the next day and providing information about those clients at team meeting if necessary.
9. Call clients 24 hours prior to appointment and if appointment was missed, case manager will call client to assess barriers and needed referrals. If case manager cannot connect with clients, case manager will call them again 48 hours after the first call.
10. Consistently exercises discretion and judgment to analyze, interpret, make deductions and then decide what actions are necessary based on the varying facts and circumstances of each individual case.
11. Refer to case management for development, implementation and revision of individual plan of care; assures that services provided are specified in the plan
12. Act as a client advocate and assist clients with problem solving and removing barriers to care
13. Perform outreach activities at least twice a week, utilizing lists of out of care clients
14. Attempt to reach out of care clients and clients who failed to pick up meds either by phone or outreach at least twice a week



15. Retain at least 85% of clients into care at HOPES with 85% of clients achieving viral load suppression
16. Maintain accurate and up to date information of each client's chart and document client contact using CAREWare
17. Reengage at least 120 PLWHA who have lapsed in RWPB eligibility and/or medication.
18. Actively practice harm reduction, low-barrier, client-centered case management
19. Maintain appropriate professional boundaries with all HOPES clients, including maintaining a high level of ethical conduct regarding confidentiality, dual-relationships, and professional stature.
20. Serve as part of the HOPES Team and provide assistance in Case Management Department as requested, including the development and delivery of care programs in collaboration with patient primary care team.
21. Assist in the development of monthly reports as requested by Data/IT team
22. Performs other duties as assigned

JOB QUALIFICATIONS:

Knowledge, Skills, and Abilities:

1. Excellent organizational, counseling, verbal and written communication skills.
2. Understands and able to work with patients using unconditional positive regard and Harm Reduction care philosophy.
3. Able to take initiative, work independently and balance multiple tasks simultaneously.
4. A team player who is self-motivated, high-energy, and enthusiastic.
5. Possess an understanding of substance use and mental health issues in underserved populations and individuals who are multi-diagnosed.
6. Knowledge and skills in community based behavioral health care and case management preferred
7. Possess a current Nevada Driver's License, auto liability insurance and reliable transportation
8. Ability to demonstrate competent use of electronic medical record
9. Flexible scheduling required

Education or equivalency:

1. Degree or formal studies in Psychology, Social Work, Sociology, Family/Consumer Sciences, Child Development, Substance Abuse, mental health, human services, Education, Criminology, Counseling, and Therapy or equivalent work experience.

Experience:

1. Experience in group facilitation, case management and resource referral.
2. Experience working with street youth, sexual minority youth, injection drug users, other relevant substance-using populations, and other at-risk and vulnerable populations.
3. Experience appropriately handling sensitive and confidential information and situations.
4. Experience working with diverse populations

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 Wellness Clinic Director
Supervision Exercised: May supervise peer mentor programming as needed

CONTACTS:

Internal: All HOPES staff and clients
External: Medical providers, governmental agencies, community members, businesses and other social service agencies



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