

## Position Description

<b>Title:</b>	Medical Case Manager
<b>Organization:</b>	AIDS Resource Foundation for Children (ARFC)
<b>Department:</b>	Department of Social Services – Transitional Housing Program
<b>Program Name:</b>	Project Nest - South
<b>Reports to:</b>	Program Manager
<b>FLSA Status:</b>	Non-Exempt
<b>Location:</b>	5003 Ventnor Avenue, Ventnor City, NJ 08406
<b>Website:</b>	<a href="http://www.aidsresource.org">www.aidsresource.org</a>

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### Overview of the Organization:

AIDS Resource Foundation for Children (ARFC), a private non-profit organization founded in 1985, addresses the needs of children and families impacted by HIV/AIDS and other chronic conditions by providing holistic community-based services. Dedicated to finding family-centered solutions to the problems faced by individuals living in vulnerable situations, ARFC provides comprehensive services to underserved communities in New Jersey. ARFC's programs were created to address the many and varied issues related to individuals living with chronic illness—fighting stigma, lessening disparities in education and healthcare, and helping people gain safe and stable housing.

**Mission:** AIDS Resource Foundation for Children helps children and families who are impacted by HIV/AIDS, or who have other serious medical conditions, to be resilient and to build healthier futures.

**Values:** We carry out our work with a relentless commitment to quality and behaviors that reflect: **Health** - We create safe and healthy environments; **Family** - We strengthen bonds among loved ones; **Compassion** - We care, and our actions reflect empathy and respect; and **Advocacy** - We empower our clients to speak, and we speak for those without a voice.

### Role Summary:

The Medical Case Manager (MCM) will provide services under the supervision and direction of the Program Manager in ARFC's Project Nest - South transitional housing program. This program is designed to be a safe space for young HIV-positive gay/bisexual men ages 18-24 years.

The MCM will provide client-centered services and implement the clinical treatment plan, including linking clients into medical, mental, and dental healthcare and other needed services. The coordination and follow-up of medical treatments are key components of medical case management. These services ensure timely and coordinated access to medically appropriate levels of health and support services and continuity of care through ongoing assessment of the client's, and other key family members', needs and personal support systems. Medical case management includes the provision of treatment adherence counseling to ensure readiness for and adherence to complex HIV/AIDS treatments. The MCM will see residents onsite.

### Responsibilities:

- Perform client intake and needs assessment including completion of all required paperwork for residents.
- Verify enrollment in medical care, and support enrollment of the uninsured in Basic Health Care (BHC), if eligible.
- Train and be certified as a Certified Application Counselor (CAC) for the uninsured
- Conduct initial pre-screening of clients to determine eligibility for services and appropriateness of case management services.
- Complete client assessment and reassessment including the acuity scale as a standard measure for the system of care. At least twice annually evaluate and update the client care plan based upon changes to health status and other factors detailed in the reassessment or acuity scale.
- Develop a comprehensive care plan jointly with the resident that includes short and long term goals focused on attaining, maintaining, and achieving positive health outcomes.
- Refer and link clients to appropriate services within the system of care that promote positive health outcomes, treatment adherence, and greater self-sufficiency. Monitor the client's follow-through with these services.
- Implement the medical treatment plan by providing counseling on medication, appointments, and other treatment adherence barriers.
- Conduct risk reduction counseling and partner counseling and provide referral services (PCRS) with all clients to prevent HIV transmission.
- Work in conjunction with medical care providers (e.g. case conferencing); ensuring that all residents receive a case conference at least once a month
- Coordinate with Nurse around any client whose health status has declined. Follow-up with Nurse to ensure the client was successfully linked to care.
- Collect core data elements required for CAREWare (database required by the NJ Dept. of Health).
- Together with the Social Worker, provide access to Emergency Financial Assistance (EFA), (e.g. food vouchers, utility payment assistance, and transportation vouchers) as needed to promote and maintain positive health outcomes and transition to permanent supportive housing.
- Evaluate effectiveness of services based upon client outcomes in the scope of work.
- Other duties as assigned.

**Required Qualifications and Experience:**

- Master's degree in the human services field
- Minimum two years experience working with target population, especially services to HIV-positive, homeless, and/or mentally disabled individuals, preferably chronically homeless populations
- Completion of Ryan White Medical Case Management Training (within 6 mo. after hire)
- Demonstrated ability to utilize computers and demonstrated proficiency in Microsoft Office
- Experience using a data management system; CAREWare experience preferred
- Employment Eligibility Verification, including updated tuberculosis (T.B.) test and successful completion of background screening
- Strong written and verbal communication skills
- Ability to work with diverse communities
- A highly motivated self-starter

**Desired Skills, Knowledge, and Abilities:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Ability to project a professional demeanor at all times
- Possess strong interpersonal skills
- Ability to work independently and as part a team
- Exercises mature judgment
- Maintains regular, consistent attendance
- Proficient knowledge in processing confidential information
- Ability to effectively coordinate multiple projects/tasks
- Good problem solving and conflict resolution skills

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, carrying (25lbs), lifting (25lbs), bending, stooping, and reaching. This position also requires operating a computer keyboard, firm/strong grasping, and repetitive hand control. The position also requires the ability to complete forms in personal writing, make and receive telephone calls, and operate office machines (copier, fax, printer). This position is also subjected to outside environmental conditions.

**Personal Traits:**

- A person of unquestioned honesty and integrity; values transparency.
- A person who values substance in their work.
- Self-assured, yet self-effacing in support of an effective team.
- Willing to provide extra effort whenever necessary to accomplish goals.
- Well-developed political skills and personal diplomacy.
- Self-directed and goal-oriented, while remaining flexible as needed.
- An individual with a passion for serving the public good.
- Spark, imagination, and creativity

**To apply, please submit your cover letter, résumé, salary requirements, and optional supporting materials to Yira Cuevas at [ycuevas@stclaresservices.org](mailto:ycuevas@stclaresservices.org).**