



POSITION DESCRIPTION: MEDICAL CASE MANAGER

Position Summary:

The Medical Case Manager provides comprehensive medical case management services to a broad spectrum of persons living with HIV/AIDS and their families, utilizing medical, mental health, substance abuse, community service and other appropriate resources to improve the health and quality of life outcomes for HIV/AIDS infected clients. The person in this position will be assisting both offices and as a general rule will be working in the Prescott office three days a week and in our Cottonwood office two days a week. This schedule could vary depending on the needs of each office.

As with all positions at Northland Cares, the Medical Case Manager supports the values and mission of Northland Cares by demonstrating personal responsibility, respect for self and others, innovation through teamwork, dedication to caring, and excellence in customer service.

Minimum Qualifications:

- Bachelor's Degree in Health or Social Service-related field plus 2 years applicable work experience OR
- Four years applicable work experience in lieu of degree OR any equivalent combination of experience, training, and education as approved by hiring committee and approval of Executive Director
- Familiarity with medical treatment interventions for HIV/AIDS patients required
- Demonstrated skills in assisting high-risk individuals to overcome difficulties resulting from economic, cultural and/or psychosocial issues
- Ability to read, analyze, and interpret policies and procedures and governmental regulations
- Ability to write reports, business correspondence, and effective Case Management notes
- Familiarity with computer programs and data management, including MS Office products and EHRs
- Effectively present information and interact with medical providers, government contract representatives, clients, and the general public
- Ability to define problems, collect data, establish facts, draw valid conclusions and recommend or proceed on effective course of action
- Attention to detail for effective quality management
- Proven time management skills, organizational skills, and documentation ability

Certificates, Licenses, Registration:

- Current Valid Arizona Drivers License
- Case Management Certification (through ADHS approved training) – required to obtain within first year of employment
- CPR/First Aid Certification – required to obtain within six months of employment

Preferred Qualifications:

- Familiarity with HIV/AIDS services and Ryan White / HOPWA programming
- Experience with CAREWare; Practice Fusion or other EHR program software
- Bilingual English/Spanish

Supervisory Reporting Structure

The Case Manager reports to the Clinic Manager as well as coordinates with and takes direction from the Medical Case Manager Team Leader and medical practitioners relative to quality control, training, and medical activities necessary for the clients.

Scope of Work

- Assessment of needs and barriers to treatment adherence:
 - Interview clients, complete assessment tool/s as required by funding bodies; consult with medical providers; identify medical, psychological, economic and social risk factors that may detract from treatment adherence.
 - Maintain knowledge of the scope of services available through all resources affiliated with Northland Cares; offer services to clients as appropriate based on eligibility and access to other community resources.
 - Assist in preparation of client documentation for housing and other assistance programs.
- Develop intervention plan designed to engage and retain clients in treatment:
 - Set goals and objectives with clients on care plan; consult with community service agencies for supportive resources.
- Network with other agency and community service providers to secure appropriate, quality services for clients.
- Attend and participate in treatment team meetings with medical providers and agency staff
- Provide case management intervention to clients:
 - Follow through with services outlined in intervention plans, enlisting client participation through education and supportive activities; monitor adherence (medication regimens, medical and lab appointments, utilization of supportive and entitlement services); provide triage services and stabilization; follow up counseling when necessary.
 - Constant evaluation for reassessment and adjustment of service plan to meet current needs of client.
- Coordinate assistance for clients:
 - Assist clients in completing applications and providing required documents for assistance programs.
 - Make appropriate referrals; follow up with client, agencies, and services referred to;
 - Monitor and assist client's progress through the service delivery system;
 - Track and monitor payment eligibility and ensure payments to client service providers;
- Maintain timely and accurate documentation of all client contacts:
 - Document intervention plans, activities, and updates as required by funding agencies through data entry, electronic medical records, and/or client files. Adapt to procedures as requirements change.
- Other activities as identified by Program Manager in collaboration with Medical Case Management Team Lead and employee.

Physical Requirements

- Sitting, standing, and walking throughout the day for short to medium periods of time
- Occasional lifting of 20-50 pounds
- Stooping, kneeling, reaching with hands and arms

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