

DATE: March 29, 2010

CLOSING DATE: April 30, 2010

JOB TITLE: Medical Case Manager
(Deaf & Hard of Hearing Population)

HOURS: Part-Time (approx. 80 hrs month)

RESUME AND COVER LETTER TO:

AID Atlanta, Inc.
Attn: Theresha D. Compton
Client Services Supervisor
Department of Client Services
1605 Peachtree Street N.E.
Atlanta, Georgia 30309

E-mail: Theresha.compton@aidatlanta.org
FAX: (404) 870-7809

NO PHONE CALLS PLEASE

GENERAL ACCOUNTABILITY:

The Deaf & Hard of Hearing Case Manager is responsible for ensuring the optimal care of HIV infected clients in a way that assesses bio-psycho-social needs, identifies educational opportunities, provide referral resources and advocacy so that AID Atlanta's mission of service to clients is fulfilled.

This position reports directly to the Client Services Supervisor in The Department of Client Services of AID Atlanta. The individual is to perform all functions in observance of the Agency's rules, regulations, philosophy, objectives and policies, which include flexibility of responsibilities.

Essential Functions:

- Works/Communicates effectively with the Hard of Hearing Population
- Maintains assigned caseload of clients
- Records and documents all interactions with the clients.
- Maintains client information and records in a confidential manner.
- Ensures clients are informed about and are provided with written notice of their rights and responsibilities under the Health Insurance Portability and Accountability Act (HIPPA)
- Assesses and evaluates client initial needs through a comprehensive intake process.
- Conducts ongoing assessment and update of client needs, and provides linkages, referrals, application assistance, appointments, etc. to community resources, including medical care and other social services to help address those needs.
- Provides treatment planning and follow-up care for clients' on-going social service and medical needs
- Creates and updates individual service plans and CADR's (at the least) on a quarterly basis.
- Provides services to clients on an on-call (as needed) and on-going basis
- Determines each client's level of service and contact utilizing DCS approved Client Acuity Level System

- Generates monthly Case Manager Program updates.
- Attends all required staff meetings and trainings.
- Abides by the ethics standards of NASW.
- Engages in peer audit of charts.

EDUCATION/EXPERIENCE:

Required:

- Must be Fluent in American Sign.
- BS/ BA Degree in Social Work, Psychology or other social service field, with experience in Human Service delivery organizations.

Additional Competencies:

Technical Skills

- Demonstrates computer literacy.
- Demonstrates facility with discussion of latest advances in HIV/AIDS prevention and treatment modalities.
- Demonstrates facility with grant reporting requirements.
- Demonstrates knowledge of medical service delivery and available options for clients.
- Demonstrates working knowledge of Case Trakker program.

Influence

- Ability to interact effectively with staff and external contacts, including other agencies.
- Ability to inspire and empower clients.
- Ability to effectively communicate with medical and mental health providers.
- Ability to establish trust and rapport with clients.
- Ability to counsel clients in a way that facilitates client adherence/compliance.
- Ability to establish healthy interpersonal and professional boundaries with clients.

Planning

- Demonstrates ability to manage individual work schedule.
- Demonstrates ability to plan for follow-up with clients on a structured basis.
- Demonstrates ability to complete required documentation and reports in a timely manner
- Demonstrates ability to plan for completion of Individual Service Plans quarterly.
- Demonstrates ability to establish yearly client updates/CADR

Problem Solving:

- Demonstrates the ability to manage multiple and sometimes conflicting priorities relative to client needs, requests, and function demands.
- Demonstrates the ability to respond promptly and effectively to crisis or emergency client situations.
- Demonstrates ability to anticipate and resolve client conflicts.