



Chicago House empowers persons living with or vulnerable to HIV/AIDS to lead healthy and dignified lives, through housing and compassionate, client-centered support services.

JOB DESCRIPTION

POSITION TITLE: Ryan White Medical Case Manager

CLASSIFICATION STATUS: Exempt

POSITION DESCRIPTION: Provides case management services to a caseload of 25 to 45 individuals with HIV/AIDS. Conducts intakes and reassessments, creates care plans, and provides support, resources and referrals to clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

ESSENTIAL FUNCTIONS:

- Ability to case manage a diverse population of HIV-infected individuals
- Ability to respectfully interact with clients
- Ability to work cooperatively as part of a team
- Ability to respond to emergencies

DUTIES/RESPONSIBILITIES:

- To provide on-site Medical Case Management Services in a HIV Medical Care clinic two to three days per week.
- Collaborate with clinic staff to assure quality care and to identify appropriate services for the clients.
- Manage an assigned caseload of 25 to 45 clients with HIV/AIDS requiring comprehensive Medical Case Management Services.
- Maintain a professional therapeutic relationship with the client.
- Conduct an intake into care, including an initial assessment, which includes but is not limited to, client strengths, medical, viral load and CD4 testing results, medical insurance status, financial, adherence to medical appointments, medication adherence, behavioral health and substance use, oral health, nutrition, transportation, and other basic needs.
- Development of a comprehensive care plan and monitoring client's progress towards meeting the established goals of care.



- Conduct ongoing assessment of client needs incorporating client feedback and input at least every six months.
- Make referrals and link clients to other appropriate resources.
- Create and maintain resource and referral networks.
- Follow up with client's service providers regarding referrals.
- Coordinate service delivery in a timely manner
- Respond to issues effectively and timely
- Notify Chicago House Supervisor and Clinic Supervisor of complaints from staff and patients
- Document activities regularly in progress notes.
- Protect the oral, written and electronic confidentiality of the client.
- Participate in case conferences with the client's providers to sustain or improve client's quality of life.
- To provide referrals to others AIDS Service Organizations.
- Maintain client files in accordance with the standards established by Chicago House and Social Service Agency and Northeastern Illinois Case Management Cooperative
- Attend and participate in appropriate staff meetings
- Attend Northeastern Illinois Case Management Cooperative meetings as required and establish networking linkages with attending case managers
- Report health and/or behavior changes of clients to the Manager of Case Management.
- Complete at least 12 trainings per grant year as required by the AIDS Foundation of Chicago.
- Other duties as assigned.

REQUIREMENTS/QUALIFICATIONS:

- Bachelor's degree in social work human services, or a related field. Master's Degree in Social Work is preferred.
- If an applicant does not have a bachelor's or master's degree, then the applicant must have a minimum of two year's case management experience.
- Familiarity with HIV/AIDS, substance use, and mental health is preferred.
- Ability to work cooperatively as a part of a team in a clinical and non-clinical setting.
- Car preferred and recommended, but not required.
- Excellent oral and written communication skills
- Bilingual (Spanish)/bi-cultural preferred.
- Proven ability to collaborate successfully across diverse cultural and social communities

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