



JOB POSTING

Applications: Fully completed employment applications with an accompanying resume and cover letter must be received by email, mail, or fax. Copies of the FAHASS application are available on our main page at www.fahass.org. **Please no calls.**

Application submissions and correspondence regarding the process may be sent using any of the following methods:

Email:

resume@fahass.org

Mail:

Candace Strang
FAHASS
4701 Market St, Suite B
Fredericksburg, Virginia 22408

Fax:

FAHASS
Attn: Candace Strang
(540) 907-4318

JOB DESCRIPTION: CARE SERVICES PROGRAM MANAGER

General: Full-time position (exempt) at forty hours per week. Compensation is based upon qualifications and previous experience.

Reports to: Executive Director

Defined: The Care Services Program Manager supervises members of the Care Services team, and manages all program functions to ensure that HIV positive clients are effectively linked with medical care, psychosocial, and other support services to maximize their health outcomes. This includes supporting and supervising direct service providers (medical and non-medical case managers, community health worker, mental health counselor, medical transportation, third party medical providers) ensuring the delivery of appropriate service in accordance with Ryan White Standards, HIPAA, and other compliance measures. The Care Services Program Manager will also work to continually integrate and expand services with agency and community programs, manage program budget expenditures, and continually evaluate program and client outcomes. The Care Services Program Manager is also responsible to maintain productive and collaborative relationships within the organization, with clients and with community providers and partners. The Care Services Program Manager will work directly with clients in case management and in managing client education programs and a client advisory board.

Employment Standards:

- Master of Social Work (MSW) or Licensure as a Registered Nurse (RN).
- A minimum of three (3) years' experience working with HIV case management or relevant adult/pediatric community health work – clinic or hospital based.
- A minimum of two (2) years' experience working with people of diverse socio-economic backgrounds, ethnicities, sexual orientation, and/or lifestyle.
- A minimum of two (2) years' program management and/or supervisory experience.
- Experience working within an HIV related environment, especially in working with Ryan White funded programs preferred.

Key responsibilities include the following:**Care Services Program management, growth and accountability**

1. Provide active leadership to the Care Services team through supervision, reviews, consultation, training, and support in accordance with agency values and guidelines.
2. Proactively evaluate individual and overall program performance on a regular and ongoing basis, using collected data and information to make needed improvements.
3. Assist Executive Director and Grants Manager as needed with the development and implementation of action plans, budgets, and training plans for the Care Services Program.
4. Actively pursue, develop, and/or participate in new initiatives to expand programs and services in response to identified client needs and the goals of the agency.

Staff Supervision and Training

5. Conduct and organize staff training and in-services in accordance with Ryan White standards and agency expectations.
6. Ensure the training, guidance, oversight, and education for the Care Services team through individual and group connections to ensure best practices in the delivery of services to FAHASS clients.
7. Actively monitor staff members' performance goals and professional development in accordance with agency expectations, and grant and government requirements.
8. Actively participate in the hiring and orientation process of new Care Services staff members.
9. Conduct performance evaluations, proactively identify and resolve performance issues and recommend employees as appropriate for recognition to the Executive Director.

10. Oversee the assignment process of new clients to ensure workload equity among team members, including, caseload size and acuity.
11. Conduct weekly team meetings of the Care Services team.
12. Recruit, train and manage interns to compliment program needs.
13. Seek out and recommend professional development activities for self and team members to stay abreast of emerging trends and best practices.
14. Communicate key takeaways from Agency Leadership Meetings to ensure staff stay updated and informed in agency activities.

Regulatory Compliance

15. Actively monitor compliance in accordance with contract requirements and agency procedures
16. Actively participate in the development of program budgets and monitor program performance according to set budget guidelines.
17. Comply with and enforce agency administrative procedures and policies to assure efficiency and reduce delay and complications.
18. Actively monitor accuracy and completeness of client data and records in accordance with agency rules and expectations;
19. Produce program performance reports, and grant reporting requirements, including data and narrative reports in accordance with agency rules and contract requirements.
20. Coordinate with the Grants Manager in the oversight of the monthly Quality Improvement Team meetings and the group's chosen activities.

Client Assessment and Engagement

21. Assessment of client service needs in relation to grant resources provided through FAHASS;
22. Development of comprehensive, individualized service plans (ISP);
 - a. Periodic reevaluation and adaptation of the plan as outlined in performance guidelines. This includes client-specific advocacy and reviews the utilization of services;
 - b. Exercise patience, understanding, and concern for each client's health, safety, development, and enjoyment of life.
 - c. Client monitoring to assess the efficacy of the plan.
23. Coordinating Client Education activities and events.
24. Recruitment and management of Client Advisory Board to ensure agency best practices remain client centered.

Additional Requirements

- Proven leadership ability to direct effective case management services; and to motivate and develop direct service providers towards excellence in their work.
- Solid communication (written and oral), collaboration, and intervention skills.
- Able to effectively and respectfully resolve conflicts.
- Able to balance competing demands and maintain effective working relationships with staff, clients, volunteers, providers, collaborators, and the general public.
- Demonstrated ability to work with people of diverse populations in a supportive and objective manner.
- Grant writing experience preferred.
- Understanding of computer word processing software and ability to learn new programs; CareWare experience preferred.
- Position requires a valid driver's license and car insurance and the need to drive personal vehicle occasionally to meet program needs.
- Perform other duties as requested by the Executive Director in support of FAHASS policies and mission.
- The ability to work within a team framework while maintaining confidentiality at all times!