



JOB POSTING

Application: Fully completed applications with an accompanying resume and cover letter must be received by mail, fax, or email. Copies of the application are available on the 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

Post:

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

Fax:

FAHASS
Attn: Candace Strang
(540) 907-4318

JOB DESCRIPTION: NON-MEDICAL CASE MANAGER

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

Reports to: Lead Non-Medical Case Manager; Care Services Program Manager

Defined: Non-Medical Case Management services are a range of client-centered services that provide guidance and assistance to HIV positive clients in accessing medical, social, community, legal, financial and other needed community services. The coordination and follow-up of services is an integral component of 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. All persons seeking services must be determined eligible to receive services under the Ryan White Program prior to the provision of services. The Non-Medical Case Manager is responsible for ensuring client eligibility for assigned case load and for referring clients to supportive services provided by FAHASS as well to other independent agencies.

Employment Standards: As outlined within the Ryan White HIV/AIDS Program, Non-Medical Case Managers are required to fulfill a specific level of employment standards and qualifications:

- Associates degree, Bachelor degree preferred, in health or a human services related field.
- A minimum of 2 years working with persons with or at high risk of HIV infection preferred.
- Case Management experience preferred.
- Bilingual (Spanish) a plus.

Key responsibilities include the following:

Client Eligibility

1. Learn and implement all Ryan White eligibility standards and other grant guidelines as appropriate;
2. Provide an informal screening either in-person or by telephone for those individuals new to the agency that may be eligible for one of FAHASS' services.
3. Schedule an in-person appointment with potential new clients that have been informally screened and that meet basic eligibility standards.
4. Provide an intake and full eligibility screening for all new clients.
5. Provide annual and 6-month eligibility recertifications for all assigned clients that continue to require services under Ryan White.
6. Identify emergency client needs that may arise during either new client intakes or 6-month recertifications that require immediate referral to the Medical Case Management Team.
7. Work closely with the Medical Case Management Team to ensure effective client communication and follow-up, ensuring that all clients are up-to-date with eligibility certification and documentation.

Client Assessment

1. Initial assessment of client service needs in relation to grant resources provided through FAHASS;
2. Development of a comprehensive, individualized service plan (ISP) to improve access to medical care and social services.
3. Periodic reevaluation and adaptation of the plan as outlined in performance guidelines. This includes client-specific advocacy and reviews the utilization of services.
4. Exercise patience, understanding, and concern for each client's health, safety, development, and enjoyment of life.

Insurance Education, Enrollment & Navigation

1. Evaluation of clients' current insurance benefits or lack thereof.
2. Research and recommend insurance plans best suited to clients' needs in preparation for ACA enrollment.
3. Assists clients during open enrollment to ACA and with other insurance enrollment opportunities available to them.
4. Educate clients on their individual insurance plans and how best to maneuver through their benefit plan based on their personal medical needs.

Service Coordination & Referral

1. Learn and implement Ryan White and other grant guidelines as appropriate;
2. Coordination of services and referrals required to implement the ISP;
3. Client monitoring to assess the efficacy of the plan; and
4. Recognize and refer complex eligibility and case management problems.

Data and File Maintenance

1. Utilize CAREWare, the agency's client data system, to enter client service records and all eligibility information.
2. Verify all eligibility documentation, ensure their proper placement in the client paper record, scan the items into CAREWare, and attach them to the client's CAREWare record.
3. Record all client contact within the client's paper file in addition to CAREWare, including the specific service provided, the length of service, and any case notes that identify details about the client interaction.
4. Work closely with the Grants Manager to develop reports and quality performance measures to ensure program and client adherence to program standards.
5. Maintain accurate, up-to-date records of client contracts, tracking services and necessary eligibility forms within assigned deadlines for all assigned clients.
6. Contact with the client will be monitored within the client's file and all grant reporting will be supported by the non-medical case manager's file documentation.

Additional Requirements

- Effective communication skills with diverse populations.
- Organize and prioritize work assignments while performing highly detailed tasks with accuracy.
- Cultural competency and experience working with diverse communities and target populations.
- The ability to work independently and within a team framework.
- The ability to maintain confidentiality at all times.
- Understanding of computer word processing software and ability to learn new programs; CAREWare experience a plus.
- Possession of a valid state driver's license required.
- Perform other duties as requested by the Executive Director and Care Services Program Manager in support of FAHASS policies and mission.
- Considering the large service region, travel will be required to adaptively and effectively cover the territory.
- The ability to work within a team framework while maintaining confidentiality at all times!