

## Job Description

<b>Position:</b>	Medical Case Manager (Bilingual Preferred)
<b>Classification:</b>	Non-Exempt
<b>Reports to:</b>	Client Services Manager
<b>Location:</b>	Fort Collins, CO
<b>Starting Salary:</b>	\$36,275

**Position Summary:** Medical Case Manager (Bilingual Preferred) is responsible for providing individualized, comprehensive case management and advocacy services to people living with HIV/AIDS in the northern region of Colorado. This position requires some travel, reliable transportation, a valid driver's license and current insurance is required.

***We highly recommend people of all educational background and life experiences apply. We believe that people with lived experience are among the most qualified to provide harm reduction and sexual health services. We believe that the people we serve must be centered in the work we do. Hence, we strongly encourage applications from people who hold these identities or who are members of other marginalized communities.***

### Essential Job Functions:

- Provides intensive Case Management, based on levels of acuity, to a caseload of assigned clients. This may include Mono-lingual Spanish speaking clients.
- Maintains ongoing, proactive contact to assess client's physical and psychosocial status and needs through personal visits, telephone and written contacts.
- Conducts comprehensive intake and needs assessments to identify client needs, including but not limited to:
  - Access to healthcare and the client's ability to self-manage and actively participate in healthcare
  - Adherence medication and medical treatment
  - Income stability including employment needs and eligibility for public benefits (SSI, SSDI, Medicaid, Medicare, etc.)
  - Mental health and substance abuse issues using program specified assessment tools.
  - Food and nutrition
  - HIV secondary prevention issues
- Develops strategies and goals through Individual Wellness Plans, in conjunction with clients, to meet identified needs. Maintains timely Individual Wellness Plans according to program policies.
- Maintains quality and timely session documentation on all client interactions.
- Collects service eligibility documentation in a timely manner according to program policies.
- Assess caseloads on a monthly basis to determine client acuity. Inactivates cases based on services usage according to program policies.
- Identifies internal and external resources to meet client needs, and refers clients accordingly.
- Coordinates/Attends Case Conferences with NHCN Client Services, NCHN Prevention, CHN Regional offices and other community providers as needed.
- Serve as a representative of the regional office at HIV medical clinics and community functions.

### Qualifications:

Oral and written fluency in English and oral fluency in Spanish preferred. Multicultural experience highly preferred. Must be able to work in a diverse setting with diverse populations, including but not limited to sexual orientation. Background in programs related to affordable housing, sexual health, risk reduction, financial assistance, and other resource programs, especially as related to serving People Living with HIV. Training in culture competency/sensitivity is a plus. Experience working with federally funded programs.

**Education:**

Bachelor's degree in Human Services, Social Work, Psychology, or related field preferred. Candidates with lived experience can substitute educational experience.

**Software Utilized:**

Experience working with basic office and database computer programs, including familiarity with Microsoft Outlook, Word, Excel, Access, and the internet.

**Knowledge, Skill and Ability:**

Excellent communication, client relations, and management skills. Knowledge of HIV and related issues, preferred. Understanding of the Harm Reduction Model and Motivational Interviewing, preferred. Cultural Competency/Sensitivity. Flexibility, creativity, collaborative, and a positive workplace attitude. Knowledge of financial management and budgeting. Highly organized and detail oriented.

This position requires personal and professional accountability; self-management and initiative; dedication to quality improvement, professional integrity and research ethics and cultural competency. Must demonstrate accuracy, efficiency and excellent organizational skills. Ability to work effectively with small and large teams within Denver CHN and across Regional Offices. Must demonstrate effectiveness in the following areas: task management; teamwork; time management; and communication with teams, managers, clients, and company consultants.

**Material and Equipment Directly Used:**

Works with standard office equipment including computer workstation, printers, copiers, scanners and fax machine. Works with word processing software, spreadsheet applications, and presentation software. Communicates with clients and vendors using the telephone, e-mail, the internet, and fax.

**Physical Demands and Work Conditions:**

Works in an office environment. Requires ability to lift up to 25 pounds of materials. Requires clear speaking ability and the ability to use a telephone for extended periods. Requires ability to view a computer screen (near acuity). Requires fingering agility for keyboarding and using a telephone and other office equipment.

***As employees of a charitable organization, all CHN staff share the responsibility of serving as ambassadors for the organization in the community. This can be achieved by fostering the development of relationships with potential constituents/donors as well as by participating in CHN events/activities in a way that is meaningful to each employee.***

**HOW TO APPLY**

Please email a cover letter and resume (subject line must be "Medical Case Manager") to the Human Resources Department at [HR@coloradohealthnetwork.org](mailto:HR@coloradohealthnetwork.org).

All offers of employment are subject to the completion of a criminal background check.

Colorado Health Network is an Equal Opportunity Employer (EOE).

Application deadline: September 30, 2020