



Health Services & Programs Case Manager

Status: Full-Time
Classification: Non-Exempt
Reports To: Director of HIV Programs and Services

Organizational Profile:

Pridelines, Miami's LGBT Community Center, is a rapidly growing non-profit, 501c3 organization dedicated to supporting, educating and empowering South Florida's lesbian, gay, bisexual, transgender and queer/questioning youth, adults and community in safe and diverse environments to promote dialogue, wellness and to foster social change.

Position Overview:

The Case Manager will connect with HIV+ individuals through outreach and referrals, focusing on those who are not accessing HIV care and related services, as well as youth and young adults who are at significant risk for HIV infection. The Case Manager will provide client-centered case management that empowers clients to access care using a case management intervention appropriate to the client's circumstances (Ryan White Case Management, ARTAS and other models). Case management services will be aimed at supporting the client in achieving maximum health and well-being based on their needs and personal goals.

Responsibilities:

The primary job responsibilities for the Case Manager include but are not limited to the following:

- **Engage newly diagnosed or known HIV+ individuals and young people at significant risk for HIV infection in case management services**
 - Develop outreach cards with a brief description of case management services and case manager contact information to share with other agencies, the health department and other potential referral sources
 - Build on existing internal and external referral relationships through attendance at team meetings, service provider network meetings and events, organizational outreach, notifying local clinics, hospitals and emergency rooms of available case management services, coordination with the health department and DIS, internet outreach and other outreach activities that will raise awareness among agencies and the public about the case management services
 - Work closely with the Pridelines STI/HIV testing team to develop an immediate referral system for individuals with HIV+ test results or who are of known HIV+ status and out-of-care or in need of additional care
- **Assess the health and psychosocial needs of HIV+ individuals and young people at significant risk for HIV infection and provide case management services**
 - Engage interested individuals in case management services through one-on-one meetings at Pridelines and other community venues
 - Assess the physical and mental health needs and social services needs of each client and work with them to establish a goal plan
 - Working closely with the client, select a case management intervention (Ryan White Case Management, ARTAS or other) that will best support the client in achieving their goals
- **Provide case management services with a minimum of one contact per month until the client is solidly transitioned to care and immediate needs are resolved**
 - Link clients to needed medical and social services and other health-enhancing interventions and provide appointment support as needed

- Directly assist clients in securing appointments for any identified service needs, including specialty medical appointments
- Provide medication adherence access and adherence support as needed
- As client's goals are met, assess the need for new goals and frequency of contact
- **Documentation, Referrals and Reporting**
 - Maintain a confidential file for each client that documents all client contacts and referrals
 - Establish a referral release of information and referral acknowledgement of receipt with each referral agency and the client
 - Conduct and document case conferencing with internal staff and outside providers as needed
 - Review case management caseload with the Director of HIV Programs and Services on a monthly basis
 - Submit documentation as required by funders
- **Team Participation**
 - Participate in team and staff meetings with the HIV Programs and Services Team and overall Pridelines organization
 - Contribute to planning and staffing other organizational activities as needed

Qualifications:

- Bachelor's degree in psychology, sociology, public health or a related field with 2 years experience, or 5 years of similar work experience
- Bilingual in Spanish/English or Haitian-Creole/English preferred
- Training in at least one case management intervention (Ryan White, ARTAS, other) preferred (additional training will be provided as needed)

Skills and Knowledge:

- Experience working with:
 - HIV+ individuals
 - gay and bisexual men
 - transgender people
 - young people (under 24)
 - women
 - persons who use drugs
 - communities of color
 - community agencies and healthcare providers
- Good verbal and written communication skills
- Organizational skills
- Training in client-centered counseling, motivational interviewing, harm reduction, HIV treatment and other topics relevant to working with target population preferred

Work Location and Travel

- Available to travel locally- approximately 50% of the activities will take place offsite
- Available for long distance travel to trainings and conferences as needed