

POSITION DESCRIPTION – AIDS RESOURCE CENTER OHIO

Position Title: MINORITY OUTREACH CASE MANAGER (FULL-TIME)

Focus/Target Population: LATINO/A

Department: CLIENT SERVICES

Reports To: DIRECTOR OF CLIENT SERVICES

Direct Reports: NONE

Last Updated: MARCH 26, 2012

FLSA: EXEMPT

POSITION SUMMARY:

The individual holding this Case Manager position will function as a case management access point at community sites which provide services/resources to the Latino/Hispanic population, including those who only speak Spanish. The individual will operate in accordance with the established professional standards and guidelines as stated by the Ohio Revised Code and put forth by the Ohio Counselor, Social Work and Marriage and Family Therapist Board. The individual will operate in accordance with the established professional standards and guidelines for the National Association of Social Workers (NASW) and agree to adhere to NASW standards for social work management.

ESSENTIAL JOB FUNCTIONS:

Essential functions of the job include, but are not limited to, traveling, reliable transportation in transporting clients and meeting clients, utilizing a computer for typing and conducting research, attending meetings, conducting assessments and counseling, ability to speak and translate Spanish.

MAJOR AREAS OF RESPONSIBILITY:

- Maintain current licensure.
- Provide high quality case management for Latino(a) clients who have HIV/AIDS and their families no less than 60% per month of hours worked.
- Maintain client files and records as directed by agency policies and procedures that will be demonstrated by scoring no less than 90% on monthly peer reviews.
- Maintain appropriate referral sources and contact persons for community-based services.
- Represent organization in community engaging other service providers and educating about special needs associated with HIV/AIDS in the primary care continuum.
- Conducts comprehensive psychosocial assessments for people with HIV/AIDS seeking services at intake and anew each year.
- Develop, monitor, and evaluate individual case plans for each assigned client at intake and every six months thereafter.
- Maintain a caseload of no greater than 10% of clients out of date in any given month.
- Provide crisis intervention and consultation/outreach to community agencies.
- Complete accurate data collection, reports, and documentation to provide data for federal, state, agency and board purposes as assigned by supervisor.
- Complete all documentation within two business days of service provided.
- Providing linkage to resources such as housing, respite, nutritional assistance, palliative care, chore assistance, transportation and social functions which help increase ability to remain independent in the community.
- Function as a central and primary access point for financial assistance programs: Ryan White Treatment Modernization Act (Part B and C), HOPWA short term rental assistance, and any future assistance programs.

- Identify and recruit health care professionals in the region to provide quality services to HIV+ individuals and establish new relationships and contractual agreements in collaboration with ODH; Develop positive working relationships with providers.
- Correspond and coordinate with primary case management network to refer clients, provide consultation on primary care services and resources, and assist in navigating system of medical care service delivery.
- Work in conjunction with ARC Ohio committees related to clients' needs and services.
- Complete a minimum of 10 hours a year of HIV/AIDS specific training to keep informed about current AIDS research, case management models, and needs assessments.
- Appropriate use of clinical supervision: seeking individual supervision as needed; being prepared to actively participate in group supervision; Attend 8 hours of supervision per month as required by ODH.
- Demonstrate unconditional positive regard to clients; Conduct all aspects of job responsibilities with a focus on exceptional customer service.
- Continuous growth and development of Cultural Competency exhibiting an understanding, awareness, and respect for diversity.
- Contribute to a positive work environment by demonstrating unconditional positive regard to all ARC Ohio employees, interns, etc. that includes an understanding, awareness, and respect for diversity.
- Complete HIV Testing training and participate in HIV Testing as part of Case Finding activity in Case Management and to support HIV Testing activities throughout the agency as needed.
- Providing a minimum of 4 outreach activities to the Hispanic community including agencies that work with this targeted population.
- Making service appointments for clients, accompanying clients to the appointment and where necessary, transport clients to and from such appointments.
- Other duties as assigned related to this position by supervisor.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER QUALIFICATIONS:

- Minimum of BS/BSW and LSW required.
- Bi-lingual/bi-cultural Spanish/English required with membership/certification to the American Translators Association preferred.
- Must have sensitivity to, interest in and competence in cultural differences, HIV/AIDS, minority health, sexual practices, and a demonstrated competence in working with persons of color, and gay/lesbian/bisexual/transgendered community.
- Community-based Case Management and training experience desired.
- Proficiency in all Microsoft Office applications and other computer applications required.
- Reliable transportation, driver's license and proof of auto insurance required.
- Knowledge and adherence to social work standards and ethics.

OTHER INFORMATION:

Background and reference checks will be conducted. Hours may vary, including working some evenings and weekends based on workload. Individuals are not considered applicants until they have been asked to visit for an interview and at that time complete an application for employment. Completing the application does not guarantee employment. In accordance with ARC Ohio's Drug-Free Workplace Policy, pre-employment drug testing will be administered. EOE/AA

PHYSICAL / MENTAL / ENVIRONMENTAL DEMANDS:

- (N) None: the activity does not place a physical demand on the position
- (O) Occasionally: the activity is performed up to 20% of the time
- (F) Frequently: the activity is performed from 21% - 50% of the time
- (C) Constantly: the activity is performed at least 51% of the time

Last reviewed 6/5/13. Next review 1/1/2014 or as needed.

<u>Activity</u>	<u>Frequency</u>	<u>Activity</u>	<u>Frequency</u>
Lifting	O	Reaching	O
Carrying	F	Handling	O
Pushing	O	Finger Dexterity	C
Pulling	O	Feeling	O
Standing	O	Talking	C
Walking	F	Ordinary Conversation	C
Sitting	C	Loud Talking	O
Climbing	N	Hearing	C
Balancing	N	Susceptible to several interruptions	C
Work at Heights	N	Other	O
Stooping	O	Repetitive Motion	F
Crouching	O	Seeing	C
Kneeling	N	Work with others to accomplish work	C
Crawling	N	Work alone to accomplish work	F
Transporting Clients	O		

The employee must regularly lift and carry small packages of up to 10 pounds. The employee must occasionally carry supplies, materials, displays, and audio visual aids weighing up to 50 pounds to and from their car and to other locations within or outside of the office.

OCCUPATIONAL HAZARDS PRESENT

There are no known occupational hazards in performing the job.