

Lutheran Social Services Position Description



Division/Department: Advocacy, Care, & Education (ACE)

Job Title: Biopsychosocial Case Manager

Reports to (Title): Ryan White Medical Case Manager Supervisor

Job Code:

FLSA Status: Non-Exempt

Manager (with direct reports)?

Yes

No

Location: Jacksonville

SUMMARY

This position follows a minimum of at least 30-40 individuals infected or affected with HIV/AIDS in coordination with inpatient and outpatient psychological care with the ultimate goal of referral, diagnosis and culturally appropriate mental health and/or psychiatric treatment. Provides comprehensive case management services which may include: patient intake, assessment of substance use, mood and mental health related difficulties, referral planning, referral implementation, referral coordination, monitoring and follow-up, reassessment, treatment adherence, case conferencing, crisis intervention, and case closure. Services are provided according to the Service Standards developed by Ryan White TGA Program and may be provided at Lutheran Social Services, clinical settings, or a wide variety of community sites.

ESSENTIAL DUTIES & RESPONSIBILITIES

Specific responsibilities are demonstrated within the following (5) areas:

1. Client Biopsychosocial Assessment
 - a. Conducts biopsychosocial assessment of clients with HIV/AIDS in an outpatient, hospital, and/or office setting.
2. Treatment Development
 - a. Creates a culturally appropriate treatment plan in partnership with each client.
 - b. Utilizes treatment plan, assessment information, and best practices to coordinate client treatment plan, staffing, and referrals to mental health provider(s).
3. Coordination of care and progress monitoring
 - a. Staffs clients with LSS mental health counselor and/or supervisor.
 - b. Provides education to clients on services available and the benefit of each provider.
 - c. Provides direct referrals, in partnership with clients, to mental health and psychiatric service providers.
 - d. Follows up on referrals made to providers.
 - e. Conducts record reviews with all client service provider(s).
 - f. Conducts periodic assessments with client to monitor progress and client satisfaction with services and providers.
 - g. Assess client stability and provide other referrals to increase level of stability and self- sufficiency.

Lutheran Social Services Position Description



-
- h. Assists clients in maintaining access to psychiatric services through copayment assistance.
4. Counseling, Support and Education
- a. Serves as advocate, listener, and encourager.
 - b. Is familiar with appropriate sources of referral for mental health, substance abuse, medical, dental, home care, food, transportation and other support services for people living with HIV/AIDS in the Ryan White TGA network.
 - c. Provides assistance with insurance issues, Medicaid, Medicare, and other public assistance services.
 - d. Advocates for client's unmet needs, providing clinical intervention (medical case management, medical support) as needed.
 - e. Develop therapeutic relationships with clients, maintain ongoing connection with clients during times they are not accessing services.
 - f. Assure client awareness of all Ryan White programs and available community services; advocate for accessibility for all services.
5. Administrative
- a. Provides documentation of Ryan White service units and assists with monthly and quarterly reports for internal and external grant sources.
 - b. Maintains and updates client records and notes utilizing a database system designed for tracking of progress notes and other required information reporting as defined by agency standards, including electronic medical record and/or CAREWare.
 - c. Attends weekly/monthly clinical staffing/case conferencing providing input regarding patient mental health needs and progress.
 - d. Assists in monitoring and completing approved client copayments for mental health and psychiatric services.
 - e. Communicates effectively with sub-contracting service providers and ensures notes, invoices, and payments are completed in a timely manner.
6. All other duties as assigned.
-
-

WORK EXPERIENCE & JOB RELATED SKILLS (Required/Preferred)

Skills:

- Good clinical knowledge of human behavior. Good interpersonal skills.
 - Demonstrates positive attitude when dealing with patient/staff.
 - Must have excellent organizational skills. Ability to prioritize work and handle multiple tasks.
 - Working knowledge of computers and computer software such as MS Word, Excel, and Outlook.
 - Must be able to communicate orally and in writing. Maintains patient confidentiality.
 - Must be very detailed oriented and capable of thinking independently while exercising good judgment. Required to make independent judgments without supervision. Must be able to make generalizations, evaluations, or decisions based on sensory or judgmental criteria.
-
-

Lutheran Social Services Position Description



- Must be able to perform under stress when confronted with emergency, critical, or unusual situations.
- Must be capable of dealing with periodic cyclical workload pressures and levels of responsibility.
- Requires the ability to work with people beyond giving and receiving instructions
- Possess and maintain a valid driver’s license and auto insurance

Experience:

Required:

- Minimum 1 year behavioral health experience, social work, public health, or equivalent mental health related experience

Preferred:

- Minimum 1-2 years’ experience in an inpatient or outpatient mental health setting with a minority population, at least 1 year of experience working with individuals with HIV preferred, but not required.

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- 4 year BS/BA degree in sociology, psychology or other related field required
- Completion of interim AETC MCM online training models within 90 days of hire

REQUIRED JOB COMPETENCIES (*Behaviors For Effective Job Performance*)

- Organization
- Cultural Competency
- Listening
- Problem Solving
- Teamwork
- Leadership
- Communication
- Decision Making
- Customer Service
- Computer Literacy
- Knowledge/Learning
- Self-Management
- Responsibility
- Professionalism/Integrity

WORK ENVIRONMENT/PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input checked="" type="checkbox"/> climbing <input type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
----------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Lutheran Social Services Position Description



Lifting to include:	<input type="checkbox"/> up to 10lbs. <input checked="" type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input checked="" type="checkbox"/> pushing <input checked="" type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	N/A

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer