

Lutheran Social Services Position Description



Division/Department: AIDS Care and Education (ACE)

Job Title: Patient Advocate– Ryan White Medical Case Management Program (RWMCM)

Reports to (Title): RWMCM Program Supervisor

Job Code:

FLSA Status: Exempt

Manager (with direct reports)?		Yes		No	X
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Location: Jacksonville

SUMMARY

This position provides services to clients with HIV/AIDS that are enrolled in the AIDS Care and Education program, this includes the sharing of personal experience to build a rapport with clients.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provide patient education and advocacy
- Meet with newly diagnosed or at-risk clients to provide education and knowledge that helps in the reduction of at-risk behaviors
- Assist clients in identifying available benefits, including social and community services
- Prepare and maintain individual case files; assist in the filing of case notes
- Keep accurate records of services
- Keep client files updated and in the appropriate order as required by applicable contracts/the cooperative agreement
- Assist clients with solving ongoing or emergency problems in a manner which encourages independence and self-sufficiency
- Work collaboratively with ACE Department staff to provide client referrals to appropriate services and support for clients
- Serve as a community liaison with community resources
- Keep abreast of all guidelines, procedures, and policies as they pertain to the agency and clients
- Participate in Supervisory meetings/outreach activities
- Maintain client confidentiality
- Other duties as assigned

WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

- Must have extensive knowledge and experience with the diagnosis of those served, personal experience preferred
- Strong communication skills
- Ethical decision-making skills
- Ability to set boundaries with clients
- Must be organized and detail oriented
- Language Skills - Ability to read documents. Ability to communicate effectively with clients and staff. Ability to write case notes and correspondence.
- Mathematical Skills: - Simple math calculations are required, such as adding, subtracting, multiplying, and dividing.

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- Reasoning Ability: - Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction.

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

Required:

- High school diploma or (GED) required.
- Year of experience in HIV/AIDS field may substitute for education or experience
- Possess and maintain a valid driver's license and auto insurance; must be able to transport clients to various locations by using own transportation

REQUIRED JOB COMPETENCIES (Behaviors for Effective Job Performance)

- Organizational and problem-solving skills
- Managing and Measuring Work
- Planning and Organization
- Teamwork/Inclusion
- Coordination/Collaboration
- Flexibility
- Decision Making

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 checked="" 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
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 <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 week) <input checked="" type="checkbox"/> Frequently (2-3 hours day) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	List specifics: external environment is dependent on client population

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 Print Name: _____

Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer