

Upper Savannah Care Services, Greenwood, SC Office

Position Description: Medical Case Manager

Qualifications: Bachelor's degree in human services or related field, prefer a degree in social work with licensure at the BSW or MSW level. This case manager must be nonjudgmental, culturally sensitive, knowledgeable about HIV, and experienced in case management and service plans.

Summary: Under the general direction of the Executive Director and Case Management Director, provide a range of client-centered services that include initial assessment of service's needs, development of a comprehensive individualized service plan, coordination of the services and periodic evaluation.

Responsibilities:

- To facilitate the delivery of services to persons with HIV disease and their loved ones through the provision of a comprehensive system of case management that includes: outreach, assessment, monitoring, service planning, financial resource planning, crisis intervention and prevention, case coordination, advocacy, education, and follow-up.
- Conduct day-to-day casework on assigned clients to include all aspects of case management.
- Assist clients with applications to entitlement programs and reimbursement resources; ensure that financial resources are appropriately accessed and that the process is tracked.
- Develop and maintain a network of human services and community resources, which can and will provide support and/or services to clients.
- Do assessments and intakes into the USCS case management system when requested, after consents have been obtained from potential clients.
- Facilitate case coordination which is non-duplicative and collaborative; be responsible for timely two-way communication between USCS and other agencies; and ensure continuous, seamless case management regardless of the setting.
- Serve as an educator and a resource person to clients and their loved ones, as well as to professionals.
- Maintain strict confidentiality of all client data and observe all policies concerning release of information.
- Submit reports, case summaries, and other requested documents on a timely basis. Facilitate research, evaluation, data gathering, and information flow about the case management program.
- Attend and participate in case staffing and staff meetings as requested; ensure that timely case coordination occurs by telephone.
- Adhere to strict confidentiality and consent guidelines; make sure that the client's permission is obtained before beginning case coordination, and before making or accepting referrals.
- Perform other duties as assigned by the Deputy Director and Client Services Manager

Supervisory Relationship: Reports directly to the Lead Case Manager and Client Services Manager.