



JOB DESCRIPTION

Non-Medical Case Manager

Reporting to: Manager, Infectious Disease Services

EEO Category: Professionals

Created: 1/22/18

FLSA Classification: Non-Exempt

PRO: Community Based - Clinical

Modified: 11/30/18; 05/20/2019

POSITION SUMMARY

The Non-Medical Case Manager staff will provide intakes, care planning, referrals, re-evaluations, and discharge planning to individuals participating in the Infectious Disease Prevention and Services programs of Aspire Indiana Health. Staff are responsible for the implementation, evaluation, and reporting as required by various funders. The hours for this position are dependent on funding.

ESSENTIAL RESPONSIBILITIES

Clinical and Community Services (90%)

- Advocates for consumers
- Take initiative to introduce, develop, and implement innovative, effective, and cost conscious programs which specifically address HIV Risk Behaviors, harm reduction, and behavior change in accordance with guidelines established by various funders
- Complete initial assessment of consumer needs
- In conjunction with the consumer, develop case management goals to meet their identified needs and re-evaluate care plans on a quarterly basis
- Provide ongoing assessment of client needs and complete referrals to appropriate community and program-specific resources including assistance in accessing public and private programs (i.e. Medicaid/HIP, Medicare, State ADAP coverage, pharmaceutical patient assistance programs, or other community support services)
- Identify and coordinate collaborative relationships with community resources on behalf of the target population
- Collaborates with other agencies/community partners to identify and address community education and awareness needs
- Educate consumers on case management issues related to their health status
- Support and encourage consumers' involvement in services being provided
- Monitor consumers' eligibility for services throughout their program participation, which may include providing guidance and assistance in accessing medical, social, community, legal, financial, and other needed services
- Maintain client records in accordance with guidelines established by funders
- Build and maintain caring and trusting relationships with clients and their identified support system
- Build and maintain a strong network of external relationships
- Strive to increase knowledge of issues surrounding HIV, Viral Hepatitis, Pre-Exposure Prophylaxis (PrEP), Harm Reduction, and other substance use and STI-related issues
- Attend community meetings, planning groups, and advisory councils as directed by management

- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

Reporting and Documentation (5%)

- Meet monthly productivity expectations as defined by ISDH
- Document all activity according to the policies and procedures of the funded programs
- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g. PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

Professional Development (5%)

- Complete and maintain compliance with required trainings and education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within the field

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-specific Competencies

- **Flexible** – Ability to move between multiple locations as required for position, quickly adapt to the consumer and the location, and address emergent situations
- **Problem-solver** – Critical, creative thinker in solving problems and reaching goals with consumers
- **Collaborative** – Work cooperatively with consumer and family members (if applicable), as well as outside treatment or community agencies
- **Detail-oriented** – Exercise organizational discipline in maintenance of accurate documentation systems and case management practices

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- Bachelor's Degree in a Human Service field from a university/college accredited by the U.S. Department of Education preferred. Equivalent experience may be considered.

Experience

- One (1) year experience in case management highly preferred
- Knowledge of social services and financial assistance programs a plus
- Basic knowledge of HIV, Hepatitis C, and Harm Reduction Principles highly preferred
- Knowledge and understanding of Indiana Medicaid, HIP 2.0, and Marketplace coverage highly preferred

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Demonstrate respect for client confidentiality practices
- Must be able to work independently as well as collaboratively within a team setting

- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to transport self/others and to attend trainings and/or meetings
- Must have the ability to use private car to transport self and others
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, moving, assisting clients, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Community Based environment with heavy travel throughout the community in various types of weather/conditions; working from a mobile office when needed
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly and annual deadlines
- On-call responsibilities after working hours and on holidays to manage emergencies that may arise
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Frequently required to be physically mobile (stand, walk, reach, use hands and finger, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours, and also the ability to sit for prolonged periods throughout work hours
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to lift files, open filing cabinets, climb to reach higher files, and lift average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name