

**Positive Impact Health Centers, Inc.**  
**JOB DESCRIPTION**  
**Medical Case Manager**

**Position Title:** Medical Case Manager  
**Employee Classification:** Client Services: *(add funding source and FTE here)*  
**Department:** Client Services  
**Supervisor:** Medical Case Management Team Leader  
**Date Written:** Revised July 31, 2017

Positive Impact Health Centers, Inc., is a non-profit agency that provides HIV Prevention Education, Support Services, Medical Treatment, Housing, Volunteer Programs and Advocacy. Our Service area covers 20 metro counties and the NE Georgia area.

**General Narrative Description of Position:** The Medical Case Manager will provide medical case management services to eligible clinic patients at the Duluth and Midtown Centers.

**Essential Job Functions:**

- Learn and remain current on practice issues related to HIV/AIDS, related medical diagnoses, and medical case management.
- Provide medical case management services to identified patients of the clinic program, following medical case management guidelines established by HRSA/Ryan White and the Metropolitan Atlanta HIV Health Services Planning Council.
- Complete biopsychosocial assessments with new and returning patients, utilizing required screening tools established by the Metropolitan Atlanta HIV Health Services Planning Council.
- Develop a comprehensive Individualized Service Plan (ISP) with each case managed patient and provide ongoing monitoring of ISP with patient to assess the efficacy of the plan.
- Coordinate services to meet goals of the service plan.
- Perform periodic re-evaluations and revisions/adaptations of service plans.
- Provide adherence and retention counseling to ensure patients maintain health care.
- Identify gaps in care resources, mental health, substance abuse, nutrition.
- Coordinate referrals and follow-up for medical and non-medical services
- Assist and consult with interdisciplinary care team regarding patients' ongoing need for care and referrals.
- Document patient information, activities, referrals and consultations in a timely and accurate manner, through the use of the agency's electronic medical record system and related reporting software.
- Abide by all state, federal laws and agency policies as related to confidentiality and Health Insurance Portability Act (HIPPA).

**Additional Duties:**

- Assist patients with applications and ongoing eligibility for medication access programs (i.e. ADAP and pharmaceutical assistance programs), as needed to support clinic staff.
- Assist Self-Managed patients with social service questions and related needs.
- Develop network of additional community resources.
- Assist the agency administration in the development of long range plans, including goals and objectives, as directed by supervisor.
- Additional duties as assigned.

**Marginal Job Functions:**

- Collaborates with supervisor and colleagues in the preparation of written standard operating procedures

**Required Knowledge, Skills and Personal Qualifications:**

BSW or MSW in social work, **OR** a licensed registered nurse (RN). HIV experience in a medical setting is preferred. Must have at least one-year experience in a social services delivery system with experience in the methods of locating, developing, and coordinating the provision of supportive services in the community.

- Strong computer skills needed for word processing, data entry, and navigation of Internet.
- Excellent interpersonal skills and the ability to communicate effectively in a multi-cultural setting including target populations, volunteers, agency staff, and Board members.
- Prior knowledge and work experience with HIV/AIDS, preferred
- Ability to work without close supervision
- Good time management techniques
- Consistent follow-through to completion of assigned tasks
- Proficiency in word processing, spreadsheet database and presentation software.
- Abides by all agency policies and procedures, including conflict of interest policy.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk, use hands to finger, handle, or operate computers, objects, tools, or controls and reach with hands and arms.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**NOTES:**

1. *Positive Impact Health Centers, Inc., is an equal opportunity employer. The center does not discriminate against any employee or applicant for employment because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, or covered veteran status.*
2. *This position is an at-will employment position. No contract for employment is implied at anytime.*
3. *Drugs, weapons, domestic violence are not permitted on clinic property or at any clinic events or programs.*

Prepared by: **Karen W. Cross, LCSW**  
**Director of Client Services**