Hope House Job Description

Job Title: EIS Case Manager
Department: Social Services
Position Manager: Outreach Linkage/MCM Supervisor

1. Primary Accountabilities:
   Performs early intervention services with those newly diagnosed, out of care or inconsistent with care. Provides intensive linkage to health care, psychosocial, and other support services. Will assist individuals living with HIV by identifying and addressing barriers that prohibit a person’s ability to connect to care and then link them with needed services. Provides HIV testing and prevention education in the community.

2. Essential Job Functions:

   - Determine Ryan White Part A eligibility.
   - Provide and facilitate in connecting and keeping a client in primary medical care
   - Communicate with the clinical care team to help navigate medical care.
   - Works closely and directly with primary care provider.
   - Coordinate access to medically appropriate levels of health care.
   - In conjunction with client, develops individual service plans.
   - Coordinate services to implement plan.
   - Responsible for scheduling, coordinating, and facilitating HIV support groups to address medical adherence and compliance
   - Provides individual medical adherence/compliance counseling
   - Responsible for completing comprehensive psychosocial assessments.
   - Document client’s progress in achieving goals in client files.
   - Review service plan at least every six months or as needed.
   - Organizes and maintains client records and charts and enters all data into CAREWare.
   - Works with other non-medical case managers and medical case managers to refer and link clients to needed services.
   - Develop collaborative relationships with community-based organizations and agencies that provide HIV medical and/or supportive services, and with other community resources that may be needed by clients.
   - Maintain regular and consistent contact with clients (8 contacts a month for the first 6 months) during new diagnoses or lapse in medical care in order to maintain retention goals, resolve problems, and address areas that impact successful linkage into medical care and retention.
   - Intensive follow up services that includes telephone contact and home visits monthly
   - Screening for disruptive barriers that if presented could disrupt medical care
   - Medical adherence review with detailed assessment of referral needs and developed care plan goals
   - Medical Adherence group and individual sessions
   - Assists Director of Outreach Linkage with other duties as assigned.
   - Fulfills all other responsibilities necessary as required.

3. Job Requirements:

   - Bachelor’s degree in social work or equivalent with three year direct professional experience.
   - Ability to function effectively in a fast-paced work environment.
   - Analytical thinking is an important asset.
   - Exude a positive image that reflects well on Hope House and exhibit a professional demeanor.
   - High focus on customer service.
   - Excellent oral and written communication skills.

Base Salary: $40,000 for candidates with B.A or B.S. $42,000 for candidates with a Master’s Degree.
Candidates please submit resume to Tomekicia at twren@hopehousememphis.org
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