

**Action Wellness, Inc.**  
**POSITION DESCRIPTION**

**Position Title:** Medical Case Manager Specialist, Behavioral Health

**Reports To:** Case Management Coordinator

**Department:** Direct Services

**Program:** Case Management/ Client Services

**Status:** Full-time, Nonexempt, eligible for Benefits

**Qualifications:**

- Bachelor's degree required in Social Work, or related field, Master's preferred.
- Expertise in mental health/mentally challenged, addiction, case management and client advocacy. Ability to work with diverse populations.
- Experience in guiding clients through critical and emergency situations.
- Sensitivity to cultural and economic differences.
- Knowledge of or ability to learn Philadelphia resources and services.
- Understanding of medical and psychosocial issues related to HIV disease and related conditions.
- Flexibility in work hours, including evenings and weekends.

**Basic Function:**

- Provide the full range of case management services to clients assigned to caseload.
- Maintain a caseload of 35 clients.
- Provide back-up clinical coverage for direct service unit as part of direct service unit Case Management team.

**Specific Responsibilities:**

- Perform Intake, face-to-face needs assessment with clients. Obtain medical, demographic data and informed consent of each client.
- Assemble care plans with client and other members of support team while ensuring confidentiality.
- Provide specialized case management and advocacy to persons symptomatic with HIV disease whose primary presenting problem is mental health/mentally challenged related. Available for home, hospital and office visits. Assist clients in negotiating social services and other systems, provide information and referral, arrange necessary services, and provide follow-up and monitoring support on a monthly basis. Reassess client need as appropriate.
- Provide MH/MR consultation and/or evaluation for those clients carried by other case managers. Provide training to staff and volunteers re: MH/MR issues as needed.
- Consult with care providers in discharge planning and home care plans.
- Participate in Action Wellness staff and supervisory meetings.
- Participate in training, supervision and staff development as required.
- Maintain accurate, timely records as required.
- Provide information education and referral to clients and members of their support system as required.
- Attend a minimum of 2 medical appointments per year.
- Provide intake coverage as assigned.

- Other duties as required.

**Performance Standards:**

The following standards are specific to this position. Meeting or exceeding these standards is an expectation of employment, as is compliance with all other organizational and departmental policies, procedures and expectations.

- Complete documentation and paperwork in Client record within timeframes set forth in Direct Service Policy and Procedure Manual.
- Document the minimum contact with each client assigned to caseload as per time frames outlined in the Direct Service Policy and Procedure Manual.
- Maintain a minimum of 450 units of service (15 minute increments) per month.
- Participate in weekly Individual supervisory meetings.
- Participate in monthly Group Supervision meetings.
- Attend Direct Service and General Staff meetings.
- Strong organizational skills.
- Ability to multi-task and handles crisis situations.
- Maintain awareness and knowledge of resources, benefits and entitlements necessary to refer clients for services and to advocate for client needs.
- Adhere to core values as outlined in Employee Handbook.

**Position Available:** Immediately

Action Wellness is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

All resumes will be retained for one year. No calls please.

Action Wellness - Human Resources  
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