

Action Wellness
POSITION DESCRIPTION

Position Title: Housing Medical Case Manager (MCM)
Reports To: Coordinator
Department: Direct Services
Program: Division of HIV Health (DHH)
Status: Full-time, Non-Exempt, eligible for benefits

This position is part of a new program that will develop and implement a new HIV-specific transitional housing and supportive services program aligned with Housing First principles for people with HIV in Philadelphia. Services include: housing counseling, housing MCM and placement in subsidized rental units in Philadelphia.

The goals of this program are to 1) retain clients in HIV medical care in order to achieve viral suppression and 2) locate affordable and/ or subsidized, permanent housing within 48 months. Persons currently experiencing homelessness and persons who are unstably housed will be prioritized for this program.

Qualifications:

- Bachelor's degree in Social Work, Human Services, Sociology, Psychology or Nursing. Master's preferred.
- Expertise in HIV case management and client advocacy.
- Demonstrated ability to work with individuals of different gender orientations, and sexual, racial, ethnic and economic backgrounds.
- Knowledge of Philadelphia resources in particular housing resources.
- Thorough understanding of medical and psychosocial issues related to HIV infection.
- Flexibility in work hours, including evenings and weekends.
- Knowledge of Housing First principles, Harm Reduction and trauma-informed care.
- Fluency in Spanish a plus.

Basic Function:

- Provide the full range of case management services to clients with HIV, approximately 40 clients.
- Function as a part of the Direct Services team to ensure high quality services are provided to clients.

Specific Responsibilities:

- Receive referrals from DHH Housing Program as assigned by Supervisor and enter client into Case Worthy database.
- Adhere to DHH standards and guidelines regarding delivery of Housing Medical Case Management Services.
- Complete the Comprehensive Assessment and Plan (CAP) with all clients at intake and every three months while enrolled in the program.
- Assists clients with implementation of service care plans with the goals of locating permanent, affordable housing and achieving and/or maintaining viral load suppression; by effecting linkages between service systems, helping clients to access needed services, coordinating multiple services, monitoring and following-up with the client and service providers, and by advocacy when necessary.

- Maintain regular, periodic contact with client to check on follow through with referrals (linkages) and to assess their health status.
- Create, maintain, and update client files on a regular basis including documentation of client medical visits and viral loads.
- Develop a discharge plan that includes next steps once clients have obtained permanent, affordable housing
- Work as a team with Housing Counselor with, at a minimum, monthly contact
- Linkage to buddy program and vocational services, as appropriate.
- Perform ongoing home visits as well accompany clients to medical provider appointments
- Perform other duties as required.

Performance Standards:

The following performance 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 all documentation/paperwork concerning client contact and referrals per time frames established in the Program Manual.
- Maintain and document at least the minimum contact with each client assigned to caseload as per time frames detailed in the Program Manual.
- Maintain a minimum of designated units of service (15-minute time increment) per month.
- Maintain a strengths-based approach in interactions with clients.
- Proactively advocate for clients, exhausting all available resources.
- Participate in weekly individual supervisory meetings.
- Participate in monthly Group Supervision meetings.
- Attend Direct Service and General Staff Meetings.
- 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.

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.

Send resume and a cover letter to:

Action Wellness - Human Resources
 1216 Arch St., 6th floor
 Philadelphia, PA 19107

All resumes will be retained for one year.