



Haight Ashbury Free Clinics, Inc.

JOB DESCRIPTION

3/5/2010

DEPARTMENT: Medical
TITLE: Case Manager -Medical
REPORTS TO: Medical Director
HOURS: Regular Fulltime
CLASSIFICATION: Non-Exempt

Summary of Major Job Responsibilities:

The Case Manager serves as primary point of entry into HAFCI's Integrated Services Program. This includes intake and assessment, coordination of care, referrals and advocacy, and ensuring that appropriate HAFCI integrated services are offered. Provides support services, which include financial eligibility, entitlement, and information and referrals to outside programs and services. The Case Manager works closely with medical and psychiatric providers and the psychosocial services coordinator to enhance client care. Works with HAFCI staff as part of an integrated multi-disciplinary team providing comprehensive care.

Essential Job Duties:

- Provides client-centered nonjudgmental case management services (including harm reduction) to low income, uninsured, homeless and marginally housed individuals with primary care, mental health and/or substance use concerns.
- Fully document all client encounters, including progress notes, according to Standards of Care, Clinic procedures, and contractual obligations.
- Conduct case management intakes, including psychosocial assessment and other required documentation in compliance with program standards of practice.
- Assess level and type of needs to develop comprehensive tailored care plan with client to facilitate access to needed resources and services. Monitor and revise individual service plans to meet client needs.
- Assist clients with eligibility and advocacy for benefits including Healthy San Francisco, Medi-Cal, General Assistance, disability insurance, and other entitlement programs.
- Enroll and refer clients to other outside programs and services including but not limited to housing, food, medications, clothing, emergency resources, legal assistance, drug assistance, support, and other benefits.
- Provide referrals and/or facilitate scheduling with HAFCI medical providers, mental health counselors and/or HAFCI substance abuse programs as appropriate.
- Develop and maintain alliances with other community resources to meet comprehensive needs of clients.
- Administer vouchers and tokens, as available, according to program procedure.
- Provide health education, supportive counseling for situational crises, and assist clients in accessing emergency and on-going mental health services as needed.
- Assess client need for individual therapy and/or support group services; refer as appropriate.
- Accompany clients to outside appointments and meetings as needed and appropriate. Collaborate with members of psychosocial services, behavioral health, and medical teams to coordinate care and track clients.
- Conduct outreach to eligible clients in need of services, including working in conjunction with HAFCI outreach teams and formation of alliances with other community based outreach programs.
- Meet or exceed Unit of Service production requirements.
- Provide information to HAFCI clinical staff regarding client status and significant client issues, as well as changes in community programs.

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- Attend staff meetings, relevant program meetings, interdisciplinary case conferences, psychosocial services team meeting, individual supervision, staff trainings, staff retreats, and other contractor, clinic, and community meetings as required.
- Perform administrative tasks and other duties as assigned.

Minimum Qualifications:

- Licensed in California as a LCSW or MSW.
- At least 4 years of experience working with the at-risk populations as described above, with a minimum two years of experience following licensure.
- Ability to provide non-judgmental, client-centered services (including understanding of harm reduction philosophy).
- Experience in helping clients qualify for and secure financial assistance through various programs including Healthy San Francisco, Medi-Cal, General Assistance, disability insurance and other entitlement programs, as well as qualify them to be covered under HAFCI program grants.
- Strong documentation skills. Experience in writing and maintaining progress notes on client charts.
- Excellent oral and writing skills.
- Proficiency in computer usage, including Microsoft Office products (Excel, Outlook and Word).
- Ability to work and communicate as part of team.
- BLS certification (must obtain upon hire).

Desirable Qualifications:

- Experience working as part of integrated or multidisciplinary care team including medical care.
- Experience working with homeless and other underserved populations including active substance (ab)users, women, people of color, LGBT, and individuals with mental health concerns.
- Experience working with people living with HIV/AIDS, as well as knowledge regarding HIV disease progression, treatment, and San Francisco resources.
- Familiarity with San Francisco resources for homeless people.
- Fluency in language(s) other than English.

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 regularly required to use hands to finger, handle, or feel and talk or hear or smell. The employee frequently is required to sit and reach with hands and arms. The employee is regularly required to stand; walk; and climb stairs. The employee is occasionally required to balance; stoop, kneel, crouch, or crawl; and taste. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include color vision; close vision, distance vision, and ability to adjust focus. The employee may be required to travel to other sites, either by being able to use public transportation, such as MUNI, or use own transportation.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to extreme cold and extreme heat. The employee may be exposed to contagious infections, blood borne and air borne pathogens. The noise level in the work environment is usually moderate. Work environment is crowded.

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