



Medical Case Manager

Reports to: Social Work Supervisor
Department: Behavioral Health
Program (if applicable): ACCESS
Job Status: Exempt

Classification: Non-Exempt
UDS Code: 0024 Enabling Case Manager
Date Revised: 9/14/2022
Revised by: Jennifer Priest

MAJOR FUNCTION:

Under the direct supervision of the Senior Director of Behavioral Health and Supervisor of Behavioral Health provides social work services. The Medical Case Manager provides case management services in an integrated care and trauma informed manner. The Medical Case Manager works in a patient centered and collaborative manner providing services to patients which includes but is not limited to case management, advocacy, HIV-related counseling, identification of mental health or substance use needs as appropriate and follow up services to patients via face to face or through telemedicine. Is responsible to work independently, managing a diverse and sometimes difficult caseload; does related work as required.

ESSENTIAL FUNCTIONS:

Direct Service:

- Assesses the presenting and underlying psychosocial needs of all clients in the Project Access program. Composes a thorough social work assessment and treatment plan.
- Maintain updated releases of information and other State of New Jersey mandated charting documentation.
- Takes action to resolve client's psychosocial problems with client's permission, including contacting appropriate referral agencies, involving client's family members, making use of community resources, and advocating on client's behalf.
- Follows NASW standards of care in providing all services.
- Assists clients in application processes for appropriate public and private benefits, including follow-up on application status and accompanying clients to various program offices as appropriate.
- Provides referrals to individual, family, and group counseling services as indicated. Intervenes at both the intrapersonal and interpersonal/community levels.
- Outreach to known patients in the community as requested by HJA staff for immediate medical need.
- Engages in supervision of ACCESS Outreach Work/Transportation and coordinates said services
- Provides coverage for other social workers as needed.
- Complies with and meets the required standards for Joint Commission and HRSA accreditations

- Collaborates with all members of the Integrated Care Treatment team in service of the patient.
- Other duties as assigned

Program Development and Maintenance:

- Develops and maintains liaison relationships with all community resources as able, including public and private service delivery systems. Works to establish collaborative services and to lessen duplication of care.
- In conjunction with other HIV program staff, maintains standardized current community resource directory, including the social services network.
- In conjunction with other social work staff, maintains standardized current community resource directory.
- Participates in the development, implementation, and evaluation of special projects and/or pilot programs.
- Interprets Center social service policies and procedures to providers, institutions, agencies, recipients, and other concerned individuals.
- Establishes and maintains necessary records and files. Drafts correspondence in the course of official duties.
- Collects, records, and analyzes significant program-related data; develops monthly statistical and programmatic reports.

Staff Development:

- Serves as a full member of the HJAHC clinical staff team
- Participates fully in HIV program staff meetings and Center social work departmental meetings
- Gives technical consultation to HJAHC colleagues on the medical-social aspects of the HIV program, as requested
- Participates in professional and related meetings, conferences, and continuing education training as available; prepares reports as requested
- Keeps apprised of the developing areas of HIV care and treatment, in addition to updates in social services, and provides colleagues with updates as appropriate
- Assists in social work departmental tasks, including programmatic and infrastructure design, implementation, and evaluation
- Learns and implements various types of electronic and/or manual recording and information systems used by the Center or its related units
- Complies with all dictates of the National Association of Social Worker's Code of Ethics and the Social Workers Licensing Act of 1991 (N.J.S.A. 45:15BB-1 et seq.) and amendments thereto and with all the rules of the New Jersey State Board of Social Work Examiners
- Assists with onboarding of new staff as supervising university interns as requested.

REQUIREMENTS:

EDUCATION & EXPERIENCE:

- Master's Degree in Social Work from a graduate school accredited by the Council on Social Work Education
- Two years professional experience in social work; one year shall have been in a field of health care

LICENSURE AND/OR CERTIFICATIONS:

- Licensure by the New Jersey Board of Social Work Examiners as a Licensed Social Worker or a Licensed Clinical Social Worker

KNOWLEDGE, SKILLS, ABILITIES AND OTHER (KSAO'S)

Excellent communication, supervisory and interpersonal skills.

PHYSICAL & WORK REQUIREMENTS:

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 walk and talk or hear. The employee frequently is required to stand and use hands to handle, finger or feel objects, tools or controls. The employee is occasionally required to sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.

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.

- The noise level in the work environment is usually moderate.

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