

Job Title: Medical Case Manager
Department: Client Services
Reports to: Total Care Portal Coordinator
Salary Structure: Exempt
Pay Grade: Commensurate with Experience

The Organization:

Test Positive Aware Network (TPAN) is Chicago's leading peer-led HIV/AIDS service organization. As one of the oldest and most respected peer-led HIV/AIDS organizations in the country, TPAN meets the rapidly growing needs of the community through structured programming, advocacy, treatment education and information dissemination. With a budget of just over \$3-million TPAN employs a talented and dedicated staff committed to identifying and delivering innovative services to those living with and at risk for HIV infection. Each year TPAN serves more than 17,000 individuals and reaches an audience of over 100,000 through bi-monthly national distribution of its HIV treatment journal, *Positively Aware*.

Job Summary:

According to the overall needs of the agency, the Medical Case Manager works with clients to develop appropriate case plans and goals and provides on-going assessment and support. Additionally the Medical Case Manager assists clients in utilizing community resources to meet individual needs; also works with client to provide a broad range of medical case management services under the guidelines established by the Organization, grantor, and specific programs.

Primary Duties:

- o Provide advocacy, assessment, and case management services to individuals
- o Conduct outreach and intake services as assigned
- o Supervise program participants individually or in groups
- o Develop case management plans to assist program participants in addressing such problems as personal and family adjustments, finances, employment, food, clothing, housing, and physical and mental impairments to determine nature and degree of problem
- o Counsel program participants individually, establish appropriate service/treatment plans, review case progress, and determine case closure according to guidelines and standards established by the program
- o Refer program participants to community resources and other organizations
- o Provide a range of client-centered services that link clients with health care, clinical, psychosocial, and supportive services for clients living with HIV who are identified as having challenges with accessing and maintaining adherence to health care services
- o Follow-up with client medical treatments and ensure timely and coordinated access to medically-appropriate levels of health and support services through ongoing assessment of the client's needs and personal support systems
- o Provide treatment adherence education and counseling to ensure readiness for, and adherence to, complex HIV/AIDS treatments
- o Enter complete and accurate data into the client-level database on a timely basis
- o Complete 12 AFC approved case management trainings annually
- o Maintain required records, files, and forms in an organized manner and in accordance with State, Local, and Federal Guidelines
- o Other related duties as assigned by the Total Care Portal Coordinator

Position Requirements:

- o Bachelor's degree and a minimum of two years related experience; individuals without a bachelor's degree with more than 3 years of equivalent experience may also be considered
- o Passing grade in the Case Management Competencies training as determined by the Case Management Competencies Training Policy
- o Strong interpersonal, organizational, and written and verbal communication skills
- o Ability to handle potentially volatile situations; conflict mediation and negotiation

- Basic math and analysis skills
- Strong critical thinking and reasoning skills
- Demonstrated cultural competence in working with people of color and the LGBTQ community as well as experience and knowledge working with those living with and affected by HIV/AIDS

Qualified candidates should submit cover letter, resume, salary requirements and a writing sample to:

Human Resources Department
Test Positive Aware Network
Email: staffing@tpan.com
Fax: 773-989-9494

All cover letters and resumes must be received by 5:00pm on **Friday, June 24, 2011.**

No phone inquiries will be accepted.

TPAN is an equal opportunity employer. Women, people of color, people with disabilities, and people with HIV are strongly encouraged to apply.