



Job title	Medical Case Manager
Reports to	Director of Client Services
Salary	\$39,000-\$42,500 per year
Status	Full Time

SAAF Mission

The San Antonio AIDS Foundation seeks to reduce HIV transmission, provide support and treatment for those living with HIV, reduce stigma and support positive sexual health. SAAF provides sexual health education, STI and HIV testing and counseling, medical care, case management, housing and meal support, mental health services and referrals for dental health.

Job purpose

The Medical Case Manager (MCM) provides a range of client-centered activities focused on improving health outcomes in support of the HIV care continuum.

The MCM is part of a multidisciplinary medical care team, with a specific role of assisting clients in following their medical treatment plan and assisting in the coordination and follow-up of the client's medical care between multiple providers. The goals of this service are 1) the development of knowledge and skills that allow clients to adhere to the medical treatment plan without the support and assistance of the staff providing Medical Case Management services, 2) to address needs for concrete services such as health care, public benefits and assistance, housing, and nutrition, as well as develop the relationship necessary to assist the client in addressing other issues including substance use, mental health, and domestic violence in the context of their family/close support system, and 3) Client specific advocacy and/or review of utilization of services provided and needed by client.

This position demands a high level of cultural competency of the unique needs of the LGBTQIA++ community, communities of color, and other marginalized populations.

Duties and responsibilities

Core components of Medical Case Management services are:

1. Coordination of Medical Care – coordinating appointments for various treatments and referrals including labs, screenings, medical specialist appointments, mental health, oral health care and substance use treatment
2. Follow-up of Medical Treatments – includes calling, emailing, texting or writing letters to clients with respect to various treatments to ensure appointments were kept or rescheduled as needed. Additionally, follow-up also includes ensuring clients have appropriate

documentation, transportation, and understanding of procedures. MCM staff must also encourage and enable open dialogue with medical healthcare professionals.

3. Treatment Adherence – the provision of counseling or special programs to ensure readiness for, and adherence to, HIV treatments to achieve and maintain viral suppression.

Key activities include:

- Initial assessment of case management service needs
- Development of a comprehensive, individualized care plan
- Timely and coordinated access to medically appropriate levels of health and support services and continuity of care
- Continuous client monitoring to assess the efficacy of the care plan
- Re-evaluation of the care plan at least every six (6) months with adaptations as necessary
- Ongoing assessment of the client's and other key family members' needs and personal support systems
- Treatment adherence counseling to ensure readiness for and adherence to complex HIV treatments
- Client-specific advocacy and/or review of utilization of services

4. Other Requirements:

- Ensure that all eligible funding sources are tapped before accessing Ryan White funds.
- Enter units of service and client data on a timely basis into the ARIES and Client Track Systems.
- Maintain assigned clients medical and service record files and responsible for files completeness
- Abide by current Ryan White Standards of Care
- Perform other duties as assigned

3. Qualifications

Required Qualifications:

- Bachelor's degree in health or related field. Multiple years' experience in HIV may substitute for degree.
- Valid driver's license
- Excellent verbal and written communication skills for diverse groups and individuals, including strong interpersonal and organization skills
- Demonstrated ability to work effectively and sensitively in a multicultural environment with individuals of gender and sexual diversity, individuals with substance use disorder and those experiencing homelessness

Preferred Qualifications:

- Master's degree in Social Work or related field
- Bilingual (English/Spanish)
- Knowledge of HIV transmission and prevention
- Several years' experience in providing support services in a social service agency

- Experience providing HIV/AIDS-related social services
- Knowledge of local community resources and referrals related to HIV, health care, substance use, and basic needs

CONTINUING EDUCATION: The employee is required to maintain and expand his/her knowledge of HIV/AIDS, treatments and current *requirements* and eligibility for service entitlement programs. A minimum of 24 hours of continuing education in HIV/AIDS services or other job-related issues is required annually and any other requirements that their licensing board may require.

4. Working conditions

This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The position also requires working with the community residents and difficult situations. Evening and/or weekend work may be required as job duties demand.

Physical requirements

While performing the duties of this job, the employee is occasionally required to stand; walk; sit. The employee must occasionally lift or move up to 25 pounds.

As SAAF works daily with clients who may be immunocompromised, evidence of COVID-19 vaccination is required.
