MCM Position

ACT is currently in search of a Ryan White Medical Case Manager to serve clients in Middlesex County. Please review the job description and qualifications below. If you feel that you are a good fit, we welcome you to apply.

Position Summary:

The Medical Case Manager (MCM) will coordinate care and continuity for clients that are living with HIV. The MCM will work collaboratively with clients, medical service providers and other external partners, to assist in the delivery and continuity of quality healthcare and supportive service needs.

Responsibilities of this position include:

1. Performing client intakes, providing one-on-one counseling and HIV/STI related education.
2. Creating comprehensive assessments, conducting ongoing evaluations, and documenting clients’ progress, as specified by the RW standards of care.
3. Developing an individualized care plan with the client that identifies goals, interventions, and timeframes for resolution.
4. Maintaining face to face, telephone, and other encounters with clients.
5. Addressing compliance and barriers to treatment.
6. Assisting clients in navigating the health care system, coordinating specialty care, and follow-up on other care coordination needs.
7. Determining the acuity level of case management needs required to achieve goals and self-sufficiency.
8. Confirming program eligibility and obtaining applicable documentation for service.
9. Maintaining a caseload of at least 30 clients that are living with HIV.
10. For submitting appropriate social service referrals, including but aren’t limited to; mental health services, medical services, dental services, medication assisted therapy, support groups and financial entitlements.
11. Assisting clients on a drop-in basis, as well as during regularly scheduled appointments.
12. Completing grant required reports and other related documentation, proficiently, timely and completely.
13. Attending job related trainings to satisfy federal requirements.
14. Ensuring clients’ labs are updated every three months or as indicated by the medical provider.
15. Additional responsibilities as assigned by supervisors

Knowledge, skills and abilities:

1. Displays a culturally sensitive and non-judgmental attitude.
2. Ability to organize and set priorities. Must be detail oriented.
3. Open to continuously learning, improving and sharing lessons that support positive change for client health outcomes.
4. Demonstrates the values of relationship building, respect, and collaboration.
5. Exhibits and promotes a standard of excellence in the performance of all duties and interactions with clients, co-workers, leaders and external providers.
6. Capable of maintaining the highest degree of confidentiality with regard to client and organizational information.
7. Strong organizational skills. Maintains a neat and clean work.
8. Self-motivate. Possess the ability to function independently.
9. Excellent oral and written communication skills.
10. Knowledge of critical thinking and motivational interviewing techniques.
11. Strong problem solver skills.
12. Ability to work in a demanding and challenging environment.
Minimum Qualifications:

- Bachelor's degree in social work or human service field.
- Five or more years of experience relevant to case management, advocacy services or similar work within the public or direct service capacity.
- Extensive knowledge of HIV/HCV/STD infection, transmission, and prevention.
- A valid driver's license and reliable transportation is required.
- Knowledge of local community resources and programs related to HIV, health care, substance use, and basic needs.
- The ability to demonstrate service effectively with people of diverse races, ethnicities, ages, sexual orientations, and drug use patterns in a multicultural environment.
- Experience working with clients with psychiatric disabilities, chemical dependency and other life altering diseases.
- Demonstrates strong working knowledge of Microsoft Office applications.
- Committed to health equality and culturally relevant services.
- Solid history of punctuality and work attendance.

Benefits:

- Health insurance
- Dental insurance
- Vision insurance
- Retirement plan
- A generous amount of PTO
- Access to complimentary training services
- Professional development assistance
- Employee Assistance Program

Schedule:

- Monday - Friday
- Day shift
- 35 hours/week

Work Location:

- Middletown, CT and instate travel to meetings or trainings as required

To Apply:

Please send your resume and cover letter expressing interest in our mission to apply@act-ct.org with “Medical Case Manager” in the subject line. Resumes received without a cover letter that demonstrates knowledge of ACT and a clear statement of how our mission aligns with your goals will not be considered. Candidates will be considered on a rolling basis until the position is filled. Due to the anticipated volume of responses, we will contact only those top candidates who most closely match our requirements. This is a non-exempt position, pay is commensurate with experience.

*AIDS Connecticut, Inc. celebrates diversity and inclusion and is an Equal Employment Opportunity/Affirmative Action employer.*