

COASTAL COMMUNITY ACTION PROGRAM

101 E. Market St
Aberdeen, WA 98520

JOB DESCRIPTION

TITLE: Ryan White Case Manager

JOB CLASSIFICATION: Case Manager **STARTING SALARY RANGE:**
\$29.28 – \$30.62 **PER HOUR +**
MEDICAL, VISION, 401k,
VACATION AND SICK.

IMMEDIATE SUPERVISOR: SES Department Manager

PROGRAM: Ryan White HIV/AIDS

SUMMARY DESCRIPTION: Coastal Community Action Program is looking to hire four (4) Case Managers. This position provides advocacy, assessment, case management, information, referral and outreach for eligible program participants. Works closely with the primary health care providers, case managers, state, and local agencies who provide supportive services for HIV positive individuals. This position demands a high level of cultural competency of the unique needs of the LGBTQIA++ community, communities of color, and other vulnerable populations. This position is a full-time position working from either our Olympia office or our Centralia office, depending on location of the preferred candidate, serving clients in Thurston, Mason, and Lewis Counties.

FUNCTIONAL RESPONSIBILITIES:

- Provide supportive services to clients:
 1. Client advocacy: Intervene with agencies/individuals to help clients receive appropriate benefits or services.
 2. Consultation: Consult with services providers utilizing their expertise for client benefit.
 3. Networking: Develop linkages between support systems to create an effective continuum of care.
 4. Resource development: Develop resources in the community to fill gaps in needed services for clients.
 5. Family Support: Strengthen and support care-givers in their role.
 6. Crisis Intervention: Provide short-term intervention within program guidelines.

- In coordination with the SES Manager, maintain confidentiality agreements and ensure strict confidentiality policy enforcement.
- Act as a resource within the community to promote and define resources available to persons with HIV/AIDS.
- Develop linkages and coordinate services with community resources.
- Obtain, maintain and review, IAW funding source policy, appropriate documentation to determine client eligibility.
- Utilize PROVIDE or similar software to ensure appropriate information is collected and funding fee source is accurately determined.
- Work with Fiscal Department to ensure Title XIX funding entries are entered and processed within a reasonable time frame.
- Advocates on behalf of clients to decrease service gaps and remove barriers to services.
- Coordinate and assist when needed, with Housing Case Manager for HOPWA services and client eligibility and distribute funds IAW with funding source.
- Collaborate with manager to ensure accurate budget expenditures
- Collaborate with manager to assist with contract/funding applications and updates.
- Provide outreach to educate and to provide services to eligible community members.
- Maintain client electronic and paper files IAW governing ordinances
- Attend continuing education training as directed.
- Other duties as assigned.

QUALIFICATIONS:

1. AA or Bachelor's degree preferred, or an associate's degree in social work from an accredited program and two (2) years of paid experience providing direct client services; or high school diploma or equivalent and three (3) years of paid experience providing direct client services.
2. A minimum of one (1) year experience in case management is preferred.
3. Knowledge of community social service resources.
4. Capable of working with people in a variety of situations and stress levels facing a wide range of barriers.
5. Must be capable of maintaining strict confidentiality according to Federal rules and regulations.
6. Must be able to maintain complete and accurate case records and statistics IAW Statewide Program Standards.

7. Must possess strong organizational skills.
8. Must have proficiency in Windows, Microsoft Office Programs and web based applications.
9. Must possess the ability to communicate orally and in writing.
10. Must have access to reliable transportation and maintain a valid Washington State driver's license and insurance.
11. Must be able to work under regular and direct supervision from the Supervisor/Department Manager.
12. Attentive to detail, consistently following written and oral instructions and guidelines, and maintaining a high degree of accurate and complete records.
13. Ability to work compassionately with clients.
14. Understanding of client advocacy and client self-determination.
15. Experience working with individuals living with HIV/AIDS, substance use issues and/or with mental health needs, is a plus.
16. Ability to use a holistic, trauma-informed, client-centered approach.
17. Experience conducting outreach, a plus.
18. Ability to work with diverse communities and demonstrate cultural sensitivity, a plus.
19. Ability to effectively resolve conflict and cope with crisis situations.
20. Must be self-motivated.
21. Understand how to conduct services in an equitable manner.
22. Ability to work under pressure, addressing multiple priorities.
23. Strong Team Player
24. Able to pass a background check

It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.