



JOB DESCRIPTION

Position:	HIV RN Case Manager
Department:	Clinical
Reports to:	Director of Clinical Services
FLSA Status:	Non-Exempt
Grade:	RN

GENERAL PURPOSE:

Under the supervision of the Director of Clinical Services (DCS), the HIV Case Manager is responsible for provision of quality, compassionate, timely, and accurate case management services to individuals with HIV infection.

MAIN RESPONSIBILITIES & DUTIES:

- 1) Assists with clients calling or visiting the clinic
 - a. Maintain confidentiality standards as outlined in the Confidentiality Agreement at all times
 - b. Completes initial assessment with patients at first visit
 - c. Make Case Management referral to the agency and program which is appropriate to level of care needed and record it in ARIES thereby coordinating support services for clients based on assessment of the client's status
 - d. Document all activities and transactions in the client record and as necessary in ARIES
 - e. Monitor client status to determine the efficacy of the plan as necessary over the course of time
 - f. Provide referrals for services handled by other agencies as needed by each client, these services include, but are not limited to, referrals for alcohol or other drug treatment, food, housing, and employment
 - g. Provide support and education to clients
 - h. Provide appropriate pamphlets and educational material to clients
- 2) Maintain client documentation and other paperwork as required by the grant or other program funding sources
- 3) Provides benefits counseling and perform minimal medical assessment in order to determine other clients needs
- 4) Ensure that all referrals are followed up, by working with the Tickler, other nursing staff and the agencies as appropriate
- 5) Be a liaison between patient, Provider, Registered Dietician, LCSW and outside agencies

- 6) Participates in case conferences
- 7) Performs duties of staff nurse when needed that does not interrupt with appropriate case management
- 8) Other duties as assigned by supervisor

QUALITIES & CHARACTERISTICS:

- 1) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all Ampla Health's staff, Board of Directors and vendors
- 2) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions
- 3) Strives to learn more and is receptive to learning different ways of doing things
- 4) Displays enthusiasm toward the work and the mission of Ampla Health

PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES:

- 1) Valid California RN license
- 2) Ability to problem-solve utilizing the team approach
- 3) Conflict resolution skills
- 4) Effective written and verbal communication skills
- 5) Sensitive to the needs of the cultures represented in the corporation's patient population
- 6) Ability to deal with cultural differences relative to health issues
- 7) One (1) year acute care nursing (desired), or two (2) years community health nursing (desire)
- 8) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols

COMMUNICATIONS SKILLS:

- 1) Must have neat and legible handwriting
- 2) Must be able to interact with patients courteously and calmly
- 3) Ability to communicate well with the public
- 4) Communicate with others throughout the organization and community to encourage coordination in patient care

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

Works well with patients in a generally comfortable environment office. Employees must possess the following physical requirements:

- 1) Must be able to hear to auscultate B/PS
- 2) Must have vision which is adequate to read increments on tuberculin syringe accurately
- 3) Must be able to hear staff on the telephone and those who are served in person, and speak clearly in order to communicate information to clients and staff
- 4) Must have high manual dexterity adequate to manipulate a syringe and tactile sensation sensitive enough to palpate a radial pulse
- 5) Must be able to reach above the shoulder level to work, bend, squat and sit, stand, stoop, crouching, reaching, kneeling and twisting/turning

6) May be exposed to contagious/infectious diseases

EMPLOYEE NAME(PRINT)

EMPLOYEE SIGNATURE

DATE