



Job Description

Job Title: Ryan White Medical Case Manager

Department: Ryan White

Employment Type: Full-Time

Salary: \$40,000 - \$45,000 plus benefits

Location: Position located in Gainesville, FL but serves a 15-county area

Posting Closes: Open until filled

Submit Resume: <https://tinyurl.com/WF1040>

General Description

WellFlorida Council is the Ryan White Part B lead agency for Area 3/13, a 15-county region in North Central Florida. This position provides medical case management to people living with HIV in accordance with Ryan White federal and state guidelines. This is a grant funded position and is subject to the availability of funds. This position reports to the Ryan White Medical Case Management Supervisor.

Knowledge, Skills and Abilities:

- Knowledge of HIV, HIV prevention, linkage and adherence
- Knowledge of community resources for people living with HIV, including the Ryan White Program and HOPWA
- Knowledge of Microsoft Outlook, Word, Excel and PowerPoint
- Knowledge of HIPAA and security compliance
- Excellent verbal and written communication skills
- Excellent time management, organizational, and coordination skills
- Excellent problem solving and critical thinking skills
- Resourceful and willing to take initiative to seek information as needed
- Motivated and self-directed
- Able to adapt to a changing environment
- Able to handle sensitive and confidential information in a professional manner
- Able to effectively prioritize assignments and meet deadlines
- Able to establish and maintain positive relationships with employees, clients, and community partners
- Able to work respectfully with culturally diverse populations
- Able to telework if required by organization. Computer equipment will be provided

Essential Duties and Responsibilities:

- Ensure completion of the required intake procedures per the Florida Department of Health's HIV/AIDS case management standards and guidelines
- Communicate with clients face-to-face, over the phone, and electronically
- Assist clients on assigned caseload with navigating the Ryan White system and serving as their main point of contact
- Develop and maintain an understanding of available community-based resources
- Ensure the linkage of clients with needed programs
- Conduct comprehensive client needs assessments and develop corresponding care plans

- Coordinate services with community programs, vendors, health care providers and clients
- Follow up on client appointments, referrals, and authorized services
- Maintain organized client files with required documentation
- Document case management notes, services, lab results, medication and other required documentation in paper charts and electronic database
- Participate in required program trainings and staff meetings
- Provide coverage for other medical case managers as needed
- Perform other duties as assigned

Education and/or Experience

- Bachelor's degree in psychology, social work, or human services; or a bachelor's degree in a different field of study with at least six months of case management experience. Applicable experience may be substituted on a year-for-year basis for the required education.
- Experience providing case management preferred
- Bilingual in Spanish and English is highly desirable
- Experience with HIV/AIDS and/or the CAREWare database is highly desirable
- Clean driving record and reliable vehicle required