



Job Description

Job Title: Ryan White Medical Case Management Supervisor (On-Site)

Department: Ryan White

Employment Type: Full-Time

Salary: \$50,000 - \$55,000

Location: On site at WellFlorida Council office in Gainesville, FL but serves a 15-county region

Posting Closes: Open until filled

Submit Resume: hr@wellflorida.org

Apply Online: <https://tinyurl.com/WF1036>

General Description

WellFlorida Council is the Ryan White Part B lead agency for Area 3/13, a 15-county region in North Central Florida. Under direction of the HIV Program Director, the Ryan White Medical Case Management Supervisor will supervise WellFlorida's case management program, in accordance with Ryan White federal and state guidelines. This position will supervise a team of case managers and carry their own caseload of clients as needed. This is a grant funded position and is subject to the availability of funds.

Knowledge, Skills and Abilities:

- Knowledge of community resources for people living with HIV
- Knowledge of HIV, HIV prevention, linkage and adherence
- Knowledge of assessment tools and processes
- Knowledge of State and Federal laws and regulations
- Knowledge of Microsoft Outlook, Word, Excel and PowerPoint
- Knowledge of 340B or willingness to learn
- 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 work independently with minimal supervision
- Able to effectively prioritize assignments and meet deadlines
- Able to establish and maintain positive relationships with employees, clients, and community partners
- 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
- Travel to clinics, provider agencies or client homes to provide services as needed

- Develop and maintain an understanding of available community-based resources
- Ensure the linkage of clients with needed programs
- Coordinate services with community programs, vendors, health care providers and clients
- Follow up on client appointments, referrals, and authorized services
- Track and manage vendor budgets by service category
- 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
- Complete Ryan White medical case management reporting requirements and deliverables
- Provide oversight for the staff and operations of the WellFlorida Ryan White medical case management team:
 - Conduct employee interviews with HIV Program Director as needed
 - Orient new staff to policies, procedures, and program expectations/requirements
 - Provide leadership, guidance, support and supervision to program staff.
 - Assign and review caseload with staff to ensure cases are in compliance.
 - Ensure referrals are reviewed and assigned in a timely manner
 - Coordinate all medical case management team meetings including securing meeting space, communicating times and dates to team members, and following up on action items
 - Conduct internal audits of client charts to ensure appropriate documentation
 - Ensure that the program is in compliance with internal policies, procedures, and other applicable regulatory and contractual standards.
 - Investigate and respond to clients regarding complaints and/or concerns.
 - Review and ensure compliance with productivity standards
 - Review and authorize billing documentation to ensure client eligibility on date of service
- Participate in quality improvement initiatives. Recommend changes in case management policies and procedures as appropriate
- Represent the program/organization at community meetings and events as requested
- Assist with the development of marketing materials and patient literature
- Participate in Ryan White Consortium meetings
- Participate in required program trainings and staff meetings
- Perform other duties as assigned

Education and/or Experience:

- Master's degree in public health, health administration, social work or similar field; or bachelor's degree in related field and two to four years related experience; or equivalent combination of education and experience.
- **Demonstrated supervisory experience required.**
- Experience with HIV/AIDS and/or the CAREWare database is highly desirable.
- Clean driving record and reliable vehicle required.

Benefits:

- Medical, dental, vision, disability, and life insurance. WellFlorida Council pays \$425 towards monthly health insurance premium.
- Paid holidays: 11 paid holidays observed.
- Paid Time Off: Up to 21 days per year of PTO accrued (increases after 5 years of employment)
- 403(b) retirement account with up to an 8% employer contribution
- Employer qualifies for Public Service Loan Forgiveness (PSLF)