



CARE DIRECTIONS CASE MANAGEMENT SUPERVISOR

DEFINITION: Under the supervision of the Care Directions Director, the Case Management Supervisor provides case management services to individuals who are HIV positive, provides supervision to assigned case management staff and assists with the daily operations of the HIV Care Directions case management unit.

I. MAJOR DUTIES

A. Case Management Practice

1. Meet with clients in their homes or any other appropriate setting, including the office
2. Conduct bio-psychosocial assessments for the identification of needs
3. Plan appropriate services/interventions for clients with focus on medical care
4. Refer clients to the appropriate resources
5. Attend staffings and coordinates care among agencies providing services to mutual clients
6. Monitor clients' compliance with medical regime
7. Provide supportive counseling
8. Advocate on behalf of clients
9. Maintain contact with clients per program policies and procedures
10. Maintain client files and documentation per program policies and procedures
11. Ensure that billing is timely and accurate
12. Maintain and update community resources
13. Attend in-services, trainings and conferences as requested by supervisor

B. Supervisory Duties

1. Available to meet walk-in client needs
2. Available for emergency situations by phone, office visit or home visit
3. Assist with overflow caseloads as they occur
4. Assign incoming referrals to case managers
5. Conduct initial assessments on incoming referrals in order to assess CM service needs and assign an ongoing case manager
6. Consult with case managers on cases
7. Conduct monthly chart reviews
8. Train new staff as directed by supervisor
9. Assist with the coordination of monthly staffings with community agencies
10. Assist with the coordination of outreach and public relations efforts
11. Serve on Agency or community committees as requested

II. OTHER DUTIES

- A. Participate in fundraising activities for the program
- B. Participate in all CQI activities
- C. Perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service
- D. Maintain and is sensitive to client confidentiality
- E. Other duties as properly assigned

III. QUALIFICATIONS

Minimum Bachelor's degree in Social Work of related field with 4 years experience in social work and/or case management services; Master's degree preferred; Effective oral and written communication skills; Ability to utilize personal computer; Must have Level One Fingerprint Clearance Card; Must have a valid Arizona driver's license and current automobile insurance; Bi-lingual Spanish & English desirable/ bilingual staff need to be fluent in English.

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