



Medical Case Manager

ALFA is hiring a results-oriented Medical Case Manager to promote our growing services and work towards our vision of “eliminating stigma and barriers to care for a future free of HIV”. The candidate will join a family-like work team that is passionate about advocating for our clients and reducing health inequities. ALFA offers a fast paced, family-friendly work environment, generous health and dental benefits, PTO, as well as training opportunities.

Job Summary: Provide comprehensive medical case management services with compassion and care to individuals living with HIV/AIDS. To maintain a caseload by assessing and monitoring client needs for specific health, psychological and social services, and facilitating access to services that address those needs to keep clients in medical care.

Due to Covid-19 precautions, employee will be expected to follow safety protocols regarding cleaning, social distancing and wearing a face covering. Currently, services are provided via “no contact” methods and meetings are attended virtually.

Responsibilities:

- Provide Medical Case Management services under Ryan White Part B and Network of Care guidelines including intake, assessment, care plan development, resource development and referral, coordination of services, monitoring, reassessment, and discharge.
- Ensure the confidentiality of all client information
- Complete progress log documentation for all client activities
- Maintain medical case management billing
- Coordinate medical services for clients in order to maintain health outcomes outlined by the Network of Care
- Attend weekly treatment team meetings and work closely with medical providers to help clients improve their medical outcomes
- Work effectively with other community service providers to ensure optimal quality of services offered to clients and to develop new resources to meet the needs of clients
- Provide medical treatment adherence counseling and prevention education to clients
- Assist clients in assessing eligibility for and enrolling in health insurance coverage
- Assist in the coordination of the NEW U program
- Maintain food pantry and coordinate food or food vouchers for clients
- Assist other medical case managers in the performance of their duties when needed
- Inform Medical Case Management Supervisor of challenging/difficult situations that arise or are anticipated



- Must be willing to travel as necessary for client home visits, training, and other assignments
- Attend ALFA functions as required
- Provide rapid testing to client partners as needed
- Other duties as assigned

Qualifications:

- A Bachelor's degree in human services or related field with two years of case management or human services experience or a Bachelor's Degree in Social Work
- Must be able to multitask and handle competing demands
- Must be a team player but able to work independently
- Must be able to interact well with diverse populations
- Ability to communicate effectively verbally and in writing
- Ability to work with limited supervision
- Computer experience in Word and Excel
- Cultural competence with people at a high risk of HIV, including injection drug users, LGBTQ+ community, minority populations and others
- Acceptable driving record and criminal background check

Preferred, but not required

- HIV/HCV/syphilis rapid testing experience
- Knowledge of HIV
- Spanish speaking



Compensation:

- Generous Health & Dental Insurance
- Paid Holidays
- PTO/Vacations
- 403B Retirement Savings Plan
- Salary Range \$18.27 to 26.44 USD/Hour

This position is non-exempt from overtime compensation.

Non-Discrimination Statement:

ALFA prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, genetic information, and any other class of individuals protected from discrimination under state or federal law.

ALFA is committed in policy, principle, and practice to maintaining an environment which prohibits discriminatory behavior, and provides equal employment opportunity for all person

Instructions to Apply:

Please include a Cover Letter and
Resume in an email titled

“Medical Case Manager” in the subject heading to: employment@alfainfo.org