**Family Health Center of San Diego (FHCSD)**

**SPNS CASE MANAGER**

**JOB DESCRIPTION**

Under general supervision, performs duties providing Case Management services to assigned individuals. Participates in, and supports, the planning, development, implementation, and evaluation of services in accordance with contractual and departmental requirements and guidelines. Specific assignments vary depending on program, grant, and patient demographics, with a focus on providing community-based healthcare services to the medically underserved. The Case Manager offers more intensive Case Management services to clients, including creating case plans and formalized goal setting. Intensive support may be required depending on level of client need (such as accompanying to appointments, assisting with housing, etc.).

**EDUCATION/CERTIFICATIONS/LICENSES/REGISTRATIONS**

* 1 year of work experience providing human services to high risk, medically underserved, or relevant community health populations required.
* Ability and means to travel as needed in a timely manner within San Diego County. DRIVER REQUIREMENTS: Requires an active Class C California driver's license, proof of liability insurance at $100,000, on vehicle used. No more than 2 points in past 12 months; No suspensions in last 2 years for moving violations; No DUI, reckless or felony Driving within 5 years. No license revocation in 7 years.
* Bachelor's degree in Social Science field, Public Health, Healthcare Administration, or closely related field required.
* Or equivalent combination of education and experience that provides the skills, knowledge and ability to perform the essential job duties, and which meets any required state or federal certification requirements.

**EXPERIENCE/SPECIALIZED SKILLS (including Language)**

* Ability to work well in both a team-based environment and independently.
* Basic computer literacy ability to comply with department needs and expectations (i.e., electronic medical record documentation, obtaining background information and reports on patients, following up on appointments, etc.).
* Basic counseling skills, such as reflecting, active listening, and paraphrasing.
* Basic organizational skills, attention to detail, time-management skills, and motivation to meet deadlines and achieve goals.
* Bilingual in English/Spanish may be required depending on assignment.
* Demonstrated ability to be culturally sensitive and respect diversity.
* Excellent interpersonal and customer service skills.
* Excellent written and verbal communication skills.
* Knowledge of the community resources, health and social service systems in San Diego County and skill in establishing working relationships with community partners.

**RESPONSIBILITIES:**

**CASE MANAGER**

* Completes all required documentation accurately, in a timely manner, and thoroughly in accordance with department standards. Assists in preparing reports as required.
* Conducts initial and on-going assessment of client's health and/or support service needs. Sets level of client need.
* Creates formalized case plans and goals with clients. Develops a written care-plan with the client, identifying problems and needs. Plan includes areas assessed intended interventions, and expected results in measurable terms, with short and long term goals. Updates plan as client's needs change.
* Performs other duties as assigned.
* Provides basic and intensive individual support, based on client need. Support may include providing interventions, providing internal and community services referrals, and more intensive support may include accompanying clients to housing services, appointments, social services, etc.

**People Assisting the Homeless (PATH)**

**CARE NAVIGATOR**

**Summary:**

Care Navigator will assist clients in breaking the cycle of homelessness by transitioning clients from street to housing, and accessing and maintaining necessary services among health care and social services through a coordinated system, acting as Lead Case Manager at Connections Housing Downtown San Diego, where this position will be stationed. Care Navigator will provide individualized client support throughout this entire journey by helping each client develop a plan to address barriers, support health needs, increase income, and maintain and sustain housing. As part of the plan, the Care Navigator will identify each area in which clients will need assistance to accomplish the outlined goals and objectives (i.e. scheduling appointments, applying for public benefits, etc.) and the Care Navigator will focus on housing and health as necessary outcomes for success.

**RESPONSIBILITIES:**

**SUPPORTIVE SERVICES**

* Coordinate intake and individualized needs assessment for all clients and work with clients to develop Individualized Service Plans (ISP) that address barriers to obtaining services/housing and appropriate health care needs.
* Create relationships and systems that strategically coordinate efforts to engage and retain individuals in care that meet their complex needs and ensure adherence to treatment.
* Assist clients in obtaining ID, Birth Certificate, Social Security Income, Disability, etc.
* Provide information, referrals, linkages, and advocacy to assist clients in accessing services and resources
* Monitor and evaluate each client’s progression through their Individual Service Plan (ISP), and develop corrective action revisions to the plan as needed
* Assist clients with housing applications, complete supportive and subsidized housing paperwork, survey rental market for affordable housing, and advocate for clients with prospective landlords; Identify appropriate permanent housing options for clients

**CONTRACT MANAGEMENT**

* Gain proficient knowledge of Multiply Diagnosed HIV Positive Homeless Populations
* Maintain client related data tracking systems, including case notes and complete HMIS entries
* Prepare case-related reports including but not limited to: outcomes, successes and challenges
* JOB DESCRIPTION (continued) Care Navigator
* *P.A.T.H is an Equal Opportunity Employer* Care Navigator Page 2 of 2 Rev 11/2012
* Generate client data for reporting
* Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with Federal, State, County and PATH guidelines
* Complete follow-up and retention services, as necessary, and provide back-up documentation in client file

**OUTREACH AND RELATIONSHIP MANAGEMENT**

* Outreach to community based organizations, housing resources, and service providers to identify new and existing opportunities and build strong relationships to better assist clients in accessing resources, supportive services, health care and benefits, and housing opportunities
* Mediate disputes between homeless persons and neighborhood residents, as needed
* Attend collaborative meetings, as assigned by supervisor
* Network with other agencies, coalitions, and local community meetings
* Actively participate in staff meetings and trainings
* ***Other duties as assigned***

**QUALIFICATIONS**

* Possesses a minimum of an Associate’s Degree, Bachelor’s Degree preferred or equivalent experience in a related field.
* Have at least two years in Case Management experience.
* Project a professional demeanor and interpersonal skills
* Able to work independently and as part the team and exercises mature judgment
* Strong written and verbal communication skills.
* Must have knowledge of maintaining and executing confidential information.
* A highly motivated self-starter and ability to coordinate multiple projects/task
* Ability to work with diverse communities
* Good problem solving and conflict resolution skills.
* Computer skills with proficiency in Microsoft Office software, HMIS training a plus
* Motivated self-starter, with proven ability to develop creative solutions.
* Strong planning and organizing skills
* Flexible, adaptable and have the capability to work in a fast paced, professional environment.
* Maintain regular attendance.

**INSTITUTE FOR PUBLIC HEALTH (IPH)**

**SENIOR EVALUATION SPECIALIST**

**ORGANIZATION:**

The Institute for Public Health (IPH) serves as a bridge between the public health academic community and public health practice. It supports the development of mutually beneficial partnerships between the San Diego State University (SDSU) Graduate School of Public Health (GSPH), local public health agencies, and private organizations. Our academic-practice partnerships are regional, California statewide and along the international border. These partnerships are intended to expand the base of knowledge for all individuals working in public health, and are facilitated through student field placements, internships, scholarships, collaborative faculty-practitioner research, program evaluation, technical assistance, continuing education, professional development, agency capacity building, and dissemination of health data and information. The IPH is a “values-driven” organization.

**JOB DESCRIPTION**

**OVERVIEW:**

Under the general guidance of the IPH Executive Director, the Evaluation Specialist works independently and is solely responsible for managing, coordinating and executing the evaluation services as required to fully comply with the terms of a contract and/or grant to the highest standard of professionalism. In the course of carrying out his/her work, the Evaluation Specialist represents the Institute, the Graduate School of Public Health and the University as an academic partner to various public and private health agencies. The principal responsibility of the Evaluation Specialist is to provide a host of evaluation-related services in the spirit of collaboration with a diverse community of public health providers. Examples of these services include, but are not limited to, the following: designing evaluation and data collection protocols/strategies, developing data collection instruments, conducting community agency staff trainings on a variety of topics, designing and maintaining computer databases, conducting data analysis, and writing progress and/or final reports. Additionally, it is expected that the Evaluation Specialist is capable of making group/public presentations, will attend meetings as required with client agency staff, work with faculty, if any, associated with each contract, maintain and develop strong relationships with key agency staff, and work within an academic setting as a team player with a strong commitment to strengthening academic/community partnerships.

The Evaluation Specialist is a self-supported position and he/she is expected to generate contract or grant income to sustain his/her salary/fringe benefits costs as well as contribute to supporting the IPH infrastructure.

**EDUCATIONAL BACKGROUND:**

* Preferred - Master’s degree in Public Health or related discipline.
* Required - Bachelor’s degree in a Health related discipline with a minimum of two years evaluation experience.

**EXPERIENCE OR SPECIAL SKILLS QUALIFICATIONS:**

* Minimum five years public health evaluation experience, preferably in a community setting with understanding of research design, methodologies and outcome measurement techniques, and basic statistical analysis.
* Has worked at the IPH for a minimum of 2 years and is fully supporting his/her own position.
* Proficient in the use of Microsoft Office.
* Skilled in using Microsoft Access (including designing user friendly database forms and tables to facilitate data entry by community agencies as well as trouble shooting problems that agencies may encounter with databases).
* Ability to utilize SPSS to analyze datasets (with experience performing appropriate statistical analyses for reporting purposes).
* Experience conducting focus groups and interviews.
* Preparation of formal reports and utilizing current policy and research literature as well as evaluation data, including tables and graphs.
* Familiarity with public and private community agencies in San Diego County and current public health issues.

**PERSONAL QUALIFICATIONS:**

* The Evaluation Specialist must possess a positive attitude and a high level of commitment to and enthusiasm for the mission of the IPH.
* He/she must demonstrate the ability to work independently without frequent direction to manage time and multiple priorities.
* Excellent oral and written communication skills, with ability to communicate with diverse populations.
* Possess good judgment and professional demeanor.
* The Evaluation Specialist is expected to perform his/her roles in an environment that values mutual respect, rapid response to changing conditions and new opportunities, flexibility and intelligence, as well as a sense of humor and humility.
* Well organized with attention to detail.
* Ability to work on multiple tasks and allocate time to meet deadlines.
* Possess the acumen to work effectively in equal partnership with community agencies.

**RESPONSIBILITIES:**

1. Serve as lead (Principle Investigator) on one or multiple evaluation-related projects:

* Maintain parameters of scope of work as stipulated in a contract, grant and/or Memorandum of Understanding.
* Provide "exceptional customer service" including providing technical assistance, maintaining appropriate contact with client agencies, attending agency and project meetings and assisting with client program/project quality assurance as needed
* Develop databases, enter data, and assure data quality.
* Develop project data collection forms and train agency staff on use as needed
* Document data collection procedures with the agency and train agency staff to collect data as needed.
* Conduct direct data collection as needed.
* Maintain the appropriate level confidentiality at all times.
* Conduct data analysis (qualitative and quantitative) at appropriate intervals.
* Write evaluation reports according to guidelines of agency and/or project funding agency.
* Provide adequate supervision and guidance to IPH Graduate Student Assistants/Intern when one is assisting with work. The Evaluation Specialist is at all times ultimately responsible for quality work provided to the client.

2. Responsible for developing new contracts and/or grant writing activities including, but not limited to, researching foundation, corporation and government grant opportunities through the Internet and directories, contacting potential funding agencies and new clients, writing proposals, preparing supporting documents, and ensuring timely submission.

3. Participate with other evaluation staff in decision-making as it relates to staffing, budget allocations and in developing evaluation policies and procedures.

4. Represent the Institute at community meetings as assigned.

5. Attend IPH staff meetings and actively contribute to maintaining a highly professional and

collegial work environment.

**INSTITUTE FOR PUBLIC HEALTH (IPH)**

**Evaluation Assistant**

Part-Time, Hourly

The following qualities should be present in Evaluation Assistants:

* Good interpersonal skills
* Able to function well in an clinic or social service setting
* Desire to work in/with community-agency staff
* Bi-lingual in English/Spanish (oral and written)

Under the direct supervision of REU staff, the Evaluation Assistants primarily work at a clinic site in San Diego, CA to enroll participants in the evaluation and to conduct baseline and follow-up interviews. Tasks include recruiting participants, explaining confidentiality and consent to participants, interviewing, and data entry.

*This publication is part of a series of manuals that describe models of care that are included in the HRSA SPNS Initiative* Building a Medical Home for HIV Homeless Populations*. Learn more at* <http://cahpp.org/project/medheart/models-of-care>