**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.

*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>