## Core Program Positions’ Job Descriptions

### Program Director

**General Description:**

This position directs and manages the overall operations of the program focusing on providing a medical home for HIV positive individuals who are multiply diagnosed with mental health and substance abuse disorders and are homeless or at risk of homelessness.

**Specific Responsibilities:**

Program management

* Implements all project components and ensures fidelity to the work plan.
* Builds, manages and sustains necessary collaborative relationships with project partners including community-based service providers, government agencies and others to ensure that that project clients receive all critical services.
* Ensures that clients receive high quality, ethical and appropriate care to ensure optimal health outcomes.
* Ensures that Agency requirements are followed implicitly by all project staff.
* Oversees program expenditures to ensure compliance with internal and external regulations, standards and budget restrictions and guidelines.
* Manages program materials, equipment, client incentives – purchase, use, documentation and control.

Monitoring and Evaluation

* Implements evaluation plan to address both process and outcomes, in coordination with the ETAC, the project evaluator and the PI.
* Ensures appropriate data collection, accurate data entry and timely reporting.

Supervision

* Supervises, coaches and evaluates care coordinators.

Agency specific

* Performs other duties essential to project implementation and success.
* Coordinates planning closely with other departments to ensure effective and seamless service delivery, prevent duplication of efforts and present a coordinated process to the community and clients.
* Ensures compliance with agency policies and procedures – program and personnel.
* Performs otherduties as assigned by supervisor.

**Reports To:**

Chief Program Officer.

**Direct Reports:**

Care coordinators

**Required Knowledge, Skills and Abilities:**

* Demonstrated ability to develop, implement and manage programs.
* Demonstrated ability to create, maintain, and/or update policies and procedures to ensure fidelity to grant requirements.
* Demonstrated ability to effectively supervise and manage personnel.
* Demonstrated ability related to working with clients with complex problems and needs.
* Knowledge of basic research principles and experience in evaluation processes and performance measures.
* Computer literacy – Microsoft packages, windows environment, data collection and analysis systems and web-based applications.
* Excellent verbal and written communication skills.
* Excellent interpersonal and organizational skills.
* Knowledge of community resources; demonstrated ability to network and build strong relationships with community organizations.

**Education and Experience:**

* Master’s degree in social work, psychology or counseling.
* Current unrestricted licensure to provide clinical services - LMSW, LPC, LMFT- required; LCSW or LPC(S) preferred.
* A minimum of five years’ experience in providing direct service to clients and experience working with individuals with complex needs.
* A minimum of three years demonstrated experience in supervision of staff.
* A minimum of three years demonstrated experience in project management.

### Care Coordinator

**General Description:**

The Care Coordinator will provide a range of care coordination activities and individualized recovery and treatment support to clients in the program focusing on providing a medical home for HIV positive individuals who are multiply diagnosed with mental health and/or substance abuse disorders and are homeless or at risk of homelessness.

**Specific Responsibilities:**

* Provides intensive care coordination for assigned clients.
* Completes psychological assessments and diagnosis.
* Develops and helps clients implement individualized care plans based on assessed needs and barriers.
* Provides necessary therapeutic treatment and care for mental health and/or substance use disorders.
* Manages necessary communication with clients.
* Documents client information and encounters according to protocols.
* Works closely with both internal and external medical and social service providers to ensure follow up, linkage and adherence to the treatment plan.
* Facilitates multidisciplinary care team meetings.
* Works closely in a team environment, collaborates on cases and provides feedback on service delivery model.
* Collects and documents outcomes as well as challenges and barriers as directed by supervisor.
* Provides therapeutic crisis intervention and emergency services as required.

Agency specific

* Performs other duties essential to project implementation and success.
* Complies with agency policies and procedures – program and personnel.
* Performs otherduties as assigned by supervisor.

**Reports to:**

* Program Director.

**Direct Reports:**

* None

**Required Knowledge, Skills and Abilities:**

* Knowledge and understanding of counseling theories, practices, methods, procedures, and standards.
* Demonstrated ability to effectively implement evidence based interventions including but not limited to: Motivational Interviewing, Cognitive Behavioral Therapy, Harm Reduction and Intensive Case Management.
* Ability to conduct interviews and psychological assessments.
* Demonstrated ability to work collaboratively in a team environment.
* Computer literacy – Microsoft packages, windows environment, and web-based applications.
* Excellent verbal and written communication skills.
* Excellent interpersonal and organizational skills.
* Knowledge of community resources; demonstrated ability to network and build strong relationships with community organizations serving priority populations as identified by the agency and/ or funder.
* Demonstrated ability to working with clients with complex problems and needs.
* Demonstrated knowledge of working with clients with HIV/AIDS.
* Demonstrated knowledge and experience working with clients with mental health and substance abuse disorders.

**Education and Experience**

* Master’s degree in social work or other social service discipline. LMSW, LCSW or LPC with current unrestricted Texas licensure is highly desired. Education may be substituted by significant job related experience.
* A minimum of three years providing Intensive Case Management or Care Coordination.
* A minimum of two years working with the homeless population.
* A minimum of two years working with clients with complex needs including mental health and substance abuse disorders.

### Case Manager II

**General Description:**

The Case Manager II will serve clients assessed as high acuity and who have co-occurring mental health and substance abuse disorders or other significant challenges. The position will be responsible for helping clients to move towards readiness to enter necessary treatment, access medical care and other support services and resources, in addition to promoting long term adherence to medical care and treatment plans by focusing on behavioral health and other concerns.

**Specific Responsibilities:**

* Conducts new client intakes as required.
* Completes psychological assessments and diagnosis.
* Develops a comprehensive care plan based on an assessment of eligibility, needs, barriers, mental health and substance use status, acuity and established resources. Obtains all necessary consent forms and updates documentation as required.
* Works with clients to help them to achieve readiness to enter necessary treatment.
* Links clients to medical care, behavioral health and psychosocial support services; follows-up on referrals and facilitates access to services.
* Provides behavioral health support, links clients to treatment for mental health disorders and substance abuse as necessary and provides needed support after discharge.
* Provides necessary therapeutic treatment and care for mental health and/or substance use disorders.
* Identifies emerging barriers and needs and helps clients to address concerns through problem solving, education, referrals, partnership and advocacy.
* Maintains contact with clients based on acuity level and contact standards.
* Conducts home-based assessments and other off-site visits as appropriate.
* Follows established case management standards of care and agency procedures.
* Completes accurate and timely documentation of all client encounters as required and submits all necessary reports to supervisor on time.
* Assists with management of crisis situations related to clients.
* Other duties as assigned.

**Reports to:**

* Case Management Supervisor

**Direct Reports:**

* None

**Required Knowledge, Skills and Abilities:**

* Proficiency in Excel, Word, and Outlook.
* Ability to work in a positive and empathetic manner with persons who have HIV/AIDS.
* Working knowledge of medical/psychosocial resources and the medical and psychosocial complexities of HIV/AIDS.
* Demonstrated knowledge and experience working with clients with mental health and substance use disorders.
* Ability to effectively communicate in verbal and written formats.
* Ability to collaborate with community service providers.
* Ability to establish effective working relationships with clients.

**Education and Experience**

* Master’s degree in social work or psychology.
* Texas licensure (LMSW or LPC) preferred.
* 2 years’ experience providing case management for people living with HIV or other chronic conditions preferred.
* Bilingual in English/Spanish is highly desirable.

*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>