



1603 Santa Rosa Road, Suite 203
Henrico VA 23229

Ryan White Non-Medical Case Manager

The Ryan White (RW) Non-Medical Case Manager (NMCM) will work closely with clients living with HIV who have multiple psychosocial and/or health-related needs. Non-Medical Case Management is a strength-based approach to service that includes treatment adherence counseling, coordination and follow-up of medical treatments, client advocacy, assistance in obtaining housing, financial support, legal services, social support, and any other needed service. The goal of the NMCM is to ensure that clients with HIV have timely access to comprehensive medical care and social services; prevent disease transmission and delay HIV progression and promote and support client independence and self-sufficiency. The Director of Programs will supervise the NMCM. Two years of prior work experience within the HIV field is required.

- Work with the Nurse Practitioner, Director of Programs, and Community Health Workers to identify clients at intake that need Case Management.
- Complete patient screening to determine eligibility for case management services.
- Collaborate with the Director of Programs to identify clients needing case management services.
- Respond within 24 hours to requests for case management services.
- Provide feedback to the Director of Programs and the patient's ongoing care provider, as needed.
- Determine client eligibility for various RW-funded services (including Virginia ADAP and other community resources).
- Provide new clients with an overview of Rapid Start program operations. Obtain proper documentation for proof of HIV status, residency information, proof of income, and uninsured or underinsured status as part of the RW Part B for initial and recertification eligibility determinations.
- Conduct client intake interview(s) and complete intake application and all required forms. Complete the Unified Eligibility Assessment and obtain the necessary documents as identified in the NMCM standards.

- Maintain documentation and program notes in the client records according to Virginia Department of Health (VDH) requirements and NMCM standards.
- Complete client data entry into VDH's Provide Enterprise database. Coordinate with the point person at the Ongoing Care Provider's office to facilitate access to care or re-engagement in care for out-of-care clients.
- Coordinate eligibility and intake services with community partners for needs identified on the client's assessment. Navigate the client to the service(s), including follow-up to verify the client accessed the service(s). Maintain current information on all frequently used community resources, and provide to clients who need identification of new resources.
- Engage with the client at the following intervals, at a minimum, after ART initiation: 1, 5, 10, 30, 90, and 180 days.
- Maintain an open line of communication with the NMCM and MCM at the Ongoing Care Provider's office to avoid duplication of NMCM services, and to communicate to the MCM any needs identified that exceed the scope of NMCM.
- NMCM to assist with pharmacy issues; i.e. Ramsell card & copay issues, food pantry and/or cards, transportation, eligibility, VAMAP/PFS completion.

MINIMUM QUALIFICATIONS:

- Education: High School Diploma or equivalent
- Experience: Two years of experience in the field of HIV
- Knowledge of Medicare, Medicaid, and other state or federal-funded programs for eligible individuals
- Knowledge of HIPAA and ability to implement privacy and confidentiality practices
- Excellent customer service and interpersonal skills
- Excellent time management and organizational skills
- Ability to demonstrate superior teamwork behaviors
- Ability to work independently
- Proficient in MS Office and Windows
- Sensitive to confidential health information and HIV/AIDS-related issues and controversies
- Outstanding communication skills, oral and written
- Cultural humility when working with a diverse population

PREFERRED QUALIFICATIONS:

- Bachelor's or associate degree preferred
- Experience working in a customer-focused position
- Knowledge and experience with the Ryan White grant program
- Knowledge of requirements to access Ryan White grant funds

ADDITIONAL INFORMATION:

This is primarily a sedentary job involving extensive use of desktop and/or laptop computers. The job requires traveling minimally to attend meetings and programs.

This is a restricted position and depends on project need, funding availability, and performance. This is an exempt salaried position for purposes of overtime.

The salary range for this position is \$45,000 - \$52,000 per year.

TO APPLY:

Please submit your cover letter, resume, and salary requirements to Robert Cheek, Director of Programs at robert@nationzfoundationrva.org

No phone calls.

All applications must be submitted by March 15, 2024, at 5:00 pm, EST.

For more information about Nationz Foundation, Inc., please see <http://www.nationzfoundationrva.org>

Nationz Foundation, Inc. is fundamentally committed to the diversity of our staff. We believe diversity is excellence expressing itself through every person's perspectives and lived experiences. We are an equal opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to age, color, disability, gender identity or expression, marital status, national or ethnic origin, political affiliation, race, religion, sex (including pregnancy), sexual orientation, veteran status, and family medical or genetic information.