



ending HIV in Sonoma County

JOB DESCRIPTION

Face to Face Bilingual (Spanish) Case Manager

JOB TITLE: Bilingual (Spanish) Case Manager (Full-time at 32 hours/week)

SUPERVISOR: Care Services Director

GENERAL STATEMENT OF DUTIES: The Bilingual (Spanish) Case Manager provides information and referral of HIV services and resources, conducts intake interviews, and provides crisis intervention. This position provides case management service in both English and Spanish, and will sometimes be asked to assist other members of the team in Spanish interpretation. The Bilingual Case Manager is an integral part of the Care Services team, with the ability to not only collaboratively share and support other team members, but also able to independently complete the necessary services that are required of this position. This is a 32 hour per week (hourly) position, reporting to the Care Services Director.

ABOUT OUR ORGANIZATION: Face to Face is a community-based organization located in Santa Rosa, founded in 1983 as a community response to the AIDS crisis. The agency has adapted to the many changes brought by the disease and the communities affected by it, developing innovative and effective programs to best serve our clients and the public at large, often replicated elsewhere. Our mission is ending HIV in Sonoma County, while supporting the health and well-being of people living with HIV/AIDS. We advance our mission with programs and services in three areas: Prevention, Testing, and Care Services. The continued success of Face to Face is dependent upon the trust of its community and clients, and the dedication to preserving that trust.

RESPONSIBILITIES:

- Conduct comprehensive intakes and evaluations on prospective clients.
- Provide case management including: development and implementation of care plan/housing plans with a focus on helping clients to learn the skills needed to achieve their goals. Provide HOPWA (Housing Opportunities for People Living with Aids) case management to clients on HOPWA programs.
- Provide information and referrals to local resources. Provide coordination for and follow up on referrals as needed.
- Provide short-term crisis intervention and counseling.
- Document all client contacts.
- Work closely with the Face to Face care team and community partners.

- Participate in Team Meetings, and other meetings as directed.
- Work collaboratively to provide quality services and to support each team member.
- Provide Spanish interpretation for Financial Specialist when needed.
- Conduct HIV and HCV testing and counseling in accordance with state regulations.
- Conduct syringe exchange services.
- Other tasks as necessary and/or assigned.

MINIMUM QUALIFICATIONS:

- Strong oral and written communication skills fluently in both English and Spanish.
- Case management experience within a social service setting.
- Superior interpersonal skills and cultural sensitivity.
- Ability to work under pressure and to maintain schedules.
- Ability to assist individuals in planning for both their immediate and future needs.
- Ability to take general directions and carry out specific tasks necessary to complete responsibilities and clinical charting.
- Valid California driver's license and vehicle insurance.

PREFERRED QUALIFICATIONS:

- Strong history of maintaining healthy boundaries and positive work engagement.
- Ability to commit to maintaining employment here for 4 or more years.
- Basic knowledge of medical terminology as it pertains to HIV disease.
- Keyboarding skills.

EDUCATION/TRAINING PREFERRED:

Bachelor's degree in social work, psychology or related field preferred. Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.

PUBLIC CONTACT: Regular contact with volunteers, clients, local HIV/AIDS service providers, the County of Sonoma Department of Health Services, the general public, and staff and volunteers of Face to Face. The Case Manager will have contact with individuals of many different socio-economic levels and situations, including people with active substance use issues, county officials, and community leaders. S/he must be able to address individuals appropriately and with dignity and respect.

CONFIDENTIAL DATA: Extensive. Must be able to maintain confidential information.

AMOUNT OF TRAVEL: Some local travel.

WORK ENVIRONMENT: General office setting and various off-site locations including private homes with unknown accessibility, community centers, clinics, hospitals, and correctional facilities.

PHYSICAL DEMANDS OF JOB: Must be able to negotiate stairs and irregular flooring of office environment. Must be able to drive to off-site locations and negotiate private home environments of unknown accessibility. Visual, hearing, and vocal skills are required. The ability to communicate and understand others is highly important in this position. Work includes both sedentary portions and work in the field. Must be able to work at a desk or computer workstation for periods of time as well as sit through many meetings. Must be able to lift and move paperwork and files, up to 10 pounds.

SAFETY REQUIREMENTS: Must be able to perform the physical demands of the job. Basic office and equipment safety knowledge and practice. Must follow legal and safe driving procedures while driving during work. Must be knowledgeable of Universal Precautions and always use them during work situations.

BENEFITS: 10 paid holidays, vacation, and PTO accruals. Employees who work at least 30 hours per week are eligible for a dental plan and choice of health care plans (some paid 100% by agency, some less).

Please submit a cover letter and resume to Heather Myler at hmyler@f2f.org. Deadline for submission is January 10, 2020.