



# tandem health

## JOB POSTING

### MEDICAL/LINKAGE CASE MANAGER (RYAN WHITE)

#### Position Summary:

The Medical/Linkage Case Manager is responsible for providing medical case management services through education, counseling, patient advocacy and coordination of services to individuals medically managed through the Department of Internal Medicine, Sumter Midlands Care Consortium Clinic/Ryan White Program. The Medical/Linkage Case Manager is also responsible for linking clients diagnosed HIV-infected to medical care and long-term case management services.

#### Duties and Responsibilities:

- Develops comprehensive, holistic case management services to Ryan White patients.
- Develops individualized service plans for assigned patients.
- Performs psychosocial assessment of patient needs.
- Provides ongoing follow-up and support to assist patient retention in programs related to medical care, including, but not limited to, contacting patients in reference to missed appointments.
- Links recently diagnosed HIV-infected patients to medical care and case management services.
- Builds rapport and trust with patients, and engages patients in problem-solving.
- Provides patients with assistance in assessing eligibility and applying for state and federal programs including, but not limited to SC ADAP, Social Security Disability Insurance, Supplemental Security Income, Food Stamps, Medicaid, Medicare, and Community Long Term Care (CLTC).
- Integrates social and medical services in a holistic approach to patient care.
- Maintains required paperwork for federal, state and private assistance programs within the framework of state and federal program guidelines and requirements.
- Maintains an accurate database of services, contact information, and other required patient documentation in Provide Enterprise software system.
- Adheres to SC Ryan White Case Management Standards in all job duties.
- Performs other duties as assigned by supervisor.

#### Qualifications:

##### Education

- A master's degree from an accredited college or university in a human services field related to Social Work, Sociology, Health Education, Child and Family Development, Maternal and Child Health, Counseling, Psychology, or Nursing; *or*
- A bachelor's degree from an accredited school of social work; *or*
- A bachelor's degree from an accredited college or university in a human services field or related curriculum including at least fifteen (15) semester hours in courses related to social work or counseling and six (6) months of social work or counseling experience; *or*



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- A bachelor's degree from an accredited college or university and one (1) year experience in counseling or in a related human services field with experience in techniques of counseling, casework, health education, group work or community organization; *or*
- Be a licensed Registered Nurse, Nurse Practitioner, Social Worker, or Certified Substance Abuse Counselor.

## Knowledge, Skills and Abilities

- Prefer knowledge of HIV/AIDS treatment and prevention, case management practices and medical service delivery.
- Knowledge of major HIV and social services available from the community and other private programs.
- Prefer knowledge of/experience with social institutions, specifically with respect to policy and procedure of one or all of the following: Medicaid, Medicare and SSI/SSDI.
- Ability to work independently with little direct supervision in the efficient and thorough completion of tasks.
- Ability to prioritize multiple tasks, assignments and projects to meet established quality and time requirements.
- Ability to work in a team environment.
- Ability to communicate effectively and build rapport with patients and employees.
- Ability to follow procedures and record patient data.
- Ability to learn and effectively use electronic medical record software and the Provide Enterprise data system.
- Ability to adjust to the changing needs of the Center.
- CPR certification preferred.

## **Environment:**

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their families. Potential for rare exposure to blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B).

## **Physical Demands:**

Considerable sitting, standing or walking. Assists in lifting and moving patients as necessary. Lifts supplies/equipment up to 20lbs occasionally, and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

## **How to Apply:**

If you are interested in applying, please download and print an application from our website: [www.tandemhealthsc.org](http://www.tandemhealthsc.org). Return your completed application to:

Tandem Health  
Attn: Human Resources  
550 S. Pike West  
Sumter, SC 29150