



OPEN POSITION: Medical Case Manager (Full-Time)

SUMMARY: Hawai'i Health & Harm Reduction Center (HHRC) provides harm-reduction focused services to marginalized populations in Hawai'i, including people living with and/or affected by HIV, hepatitis, substance use, homelessness, and the transgender, LGBTQ and the Native Hawaiian communities. We strive to empower the diverse communities we serve through outreach, support, and education. HHRC bridges gaps and helps individuals access essential resources such as housing, health care, entitlements and treatment.

JOB DESCRIPTION: Provide client-centered medical case management services to clients living with HIV/AIDS. Support and advocacy to be focused in the following areas: (1) medical/dental; (2) medication; (3) financial; (4) emotional/ mental; (5) nutrition/food; (6) housing.

DIRECT SUPERVISOR: Medical Case Management Team Lead

ACCOUNTABLE TO: Clients, department staff, clinical director, partner agencies, advocacy organizations, funders

DUTIES:

1. Ensure clients are contacted:

- Contact clients according to **HHRC standards** for acuity level
- Meet with clients in or out of the office to address their needs.

2. Ensure that all clients have access to medical and dental care:

- Ensure that all clients have health care coverage via Medicare, Medicaid, or their employer, including COBRA.
- Link clients to dental services via Waikiki Health (Makahiki Clinic), Queen's Medical Center (QMC) or Department of Health (i.e., state dental).
- Refer clients to appropriate medical providers and provide medical transportation to appointments if client has no other means of transportation or needs support/advocacy during an appointment.

3. Link all clients to resources for HIV and other medication, if needed:

- Assist clients to apply for HDAP or other drug assistance programs, if needed and eligible.
- Act as liaison between pharmacies and clients.

4. Ensure that all clients are linked to medical care.

- Be updated on HIV treatment practices and work in concert with community based nurse.
- Conduct hospital visits for medically acute clients on consultative basis as needed.
- Establish and maintain relationships with local clinics and hospital facilities (e.g., Clint Spencer Clinic, Waianae Coast Comprehensive Health Center, Waikiki Health Center, Queens Medical Center, Kuakini Medical Center, Straub Medical Center, Castle Hospital, and Kahi Mohala) and HIV specialists.
- Monitor clients' adherence to recommended medical care, including medications and doctor's visits.
- Establish and maintain relationships with local prison facilities (e.g. Halawa, OCC, etc.)
- Establish and maintain relationships with Hawaii State Hospital.

5. Ensure that all clients have access to all financial benefits if needed and for which they are eligible:

- Assist clients to apply for Social Security Disability Insurance (SSDI), if eligible.

- Assist clients to apply for Supplemental Security Income (SSI), if needed and eligible.
- Assist clients to apply for Department of Human Services' (DHS) monetary benefits and Food Stamps, if needed and eligible.
- Assist clients to apply for unemployment benefits if needed and eligible.
- Assist clients to apply for Ryan White emergency funding if needed and eligible.
- Link clients with vocational rehab programs (e.g., Social Security's "Ticket to Work" program).
- Advocate on behalf of clients for Worker's Compensation benefits, long-term disability, short-term disability, temporary disability.

6. Provide emotional support to all clients:

- Provide ongoing emotional support to clients.
- Link clients to psychiatric care services if eligible.
- Link clients to other mental health resources, if needed.
- Refer clients in crisis (e.g., suicidal) to appropriate resources.
- Provide counseling to clients considering re-entry into the workforce.
- Visit clients who are hospitalized or link them to Community Based Nurse for intensive services.

7. Ensure that all clients have access to nutritious food:

- Link clients to Food Basket and , other meals programs, or other community resources.
- Link clients to Waikiki Health Center's (WHC) nutritionist.
- Assist clients in accessing HHHRC food pantry, no more than once per month.
- Inform clients about meals served at HHHRC (i.e., Wednesday lunch) and at other community resources.

8. Ensure that all clients have access to housing:

- Assist clients to access emergency or temporary shelter, if needed and eligible.
- Assist clients to obtain emergency funding for security deposits, rent, and utilities (if needed and eligible).
- Assist clients to obtain furniture, household items from Laulima, Community Clearinghouse, or other resources, if needed and eligible.
- Advocate for clients during housing eligibility assessments (i.e., Gregory House).
- Act as liaison between clients and landlords.
- Assist eligible clients in navigating Section 8 application if/when Section 8 opens.

9. Follow all administrative procedures:

- Document progress notes and batch entries / service deliveries for each and every phone and face-to-face contact with clients on e2 Hawaii and Emed Practice (EMR) within 24 hours.
- Complete assessment within 30 days of intake and re-assessment every 6 months thereafter.
- Develop care plan within 30 days of intake. Review care plan regularly. Revise care plan every 6 months or as goals are achieved.
- Initiate discharge procedures as needed.
- Recertify clients for HDAP every 6 months to determine eligibility.
- Follow all HHHRC policies and procedures.

10. Perform additional duties:

- Work as a team with other staff; support team members.
- Meet deadlines, as assigned by team lead and /or clinical director.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Perform other duties, as needed. Duties are subject to change.
- Participate in supervision.
- Comply with all policy and procedures of HHHRC, Health and Safety program and quality management program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies and rights to person served as well as CARF Standards.

SPECIFIC CM DUTIES: FOCUS AREA – HOUSING:

- Maintain superior knowledge of housing and act as resident expert for fellow staff.
- Set up housing-related in-services for staff and/or clients.
- Consult with staff on housing-related cases as needed.
- Create and distribute list of affordable housing on a weekly basis.
- Research and establish relationships with other resources for housing.
- Monitor Section 8 for open periods.
- Attend Coordinated Entry System meetings on a monthly basis.

SPECIFIC CM DUTIES: FOCUS AREA – MENTAL HEALTH:

- Serve as liaison with psychiatrist in conjunction with care director.
- Serve as main contact for all mental health related resources (mental health housing, Clubhouse, Licensed Clinical Residential Services, Hawaii State Hospital, and Kahi Mohala).
- Consult with staff on mental health related cases as needed.
- Set up mental health related in-services for staff and/or clients.

SPECIFIC CM DUTIES: FOCUS AREA – BENEFITS:

- Maintain superior knowledge of benefits and act as resident expert for fellow staff.
- Set up benefits related in-services for staff and/or clients.
- Consult with staff on benefits-related cases as needed.

SPECIFIC CM DUTIES: FOCUS AREA – NATIVE HAWAIIAN:

- Provide culturally specific support, assessment, referrals, care planning, and advocacy to maximize health and quality of life of Native Hawaiian people living with HIV/AIDS.
- Provide support and extensive outreach engagement to the Native Hawaiian people living with HIV/AIDS.

QUALIFICATIONS:

- Social work degree (BSW/MSW) preferred.
- Demonstrated experience and ability relevant to the responsibilities of the position.
- Daily access to an insured vehicle that clients can be transported in.
- Ability and willingness to visit incarcerated clients as needed.
- Strong interpersonal and organizational skills.
- Ability and willingness to perform to high standards
- Commitment to meeting or exceeding the goals of the organization
- Demonstrated ability to work productively, both independently and as part of a team
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Willingness to work for a nonprofit organization.
- Knowledge of and commitment to the mission of HHHRC.

Bona Fide Occupational Qualifications:

- Cannot be suspended or revoked from medical/care participation

HOW TO APPLY

To apply, please visit hhrc.org/employment for detailed instructions and to download HHHRC's employment application. Send all application documents by postal mail or email to:

Hawaii Health & Harm Reduction Center
677 Ala Moana #226
Honolulu, HI 96813
Fax: 808-853-3274
Email: jcasken@hhrc.org