



Medical Case Manager

Reports to: Medical Case Management Director

Position: Full-time (37.5 hours/week)

Location: Primarily ASGCC Hyannis office, but ability to go to Provincetown/Falmouth offices as needed

Duties:

- Perform Medical Case Management responsibilities including, but not limited to, the following:
 - Conduct initial intake, assessment and screening
 - Develop, monitor and evaluate Individualized Service Plans (ISP) with measurable goals and objectives for each client
 - Conduct regular re-assessments & update ISPs with each client, minimally every 6 months
 - Advocate for the client as requested or needed to gain access to needed services
 - Assist clients to become self-empowered around social services, entitlements and medical services
 - Provide supported referrals to health/medical, social and other services as needed
 - Work collaboratively with ASGCC staff to coordinate supportive referrals, such as transportation and meals
 - Orient clients of social and peer-to-peer opportunities, clients rights & responsibilities, and available ancillary support programs available through ASGCC
 - Counsel and support client in development of risk reduction planning
 - Provide crisis intervention and implement appropriate external referrals as needed
- Develop knowledge and relationships necessary to provide case management services:
 - Acquire and maintain knowledge of appropriate local and state resources & entitlement services
 - Attend required MA Department of Public Health trainings
 - Attend all meetings as required, such as case management meetings with ASGCC and other health and social service providers
 - Establish collaborative relationships with appropriate ASGCC staff and health and social service providers in order to facilitate access to, to advocate for and to deliver needed services for each client.
- Timely ongoing submission of data utilization into web-based system, CAREWare

- Other duties as assigned

Competencies:

- Sound ability to work with the LGBTQ community and people who use substances in an empathetic, comfortable, and non-judgmental manner
- Strong sense of professionalism and boundaries
- Basic understanding of, and belief in, the principles and practices of harm reduction
- Fundamental demonstrated ability to work within an organizational structure
- Sound self-motivation skills & being able to work independently
- Extensive demonstrated ability to be well-organized
- Sound ability to work within a deadline
- Extensive communication skills
- Fundamental computer skills, including MS office, Google Drive, web searches, and e-mail
- MA driver's license and ability to travel regionally with and without advanced notice

Education: Master's degree preferred, with minimum of Bachelor's degree.

Helpful Experience:

- Background in health or human services
- Background in Housing
- Knowledge of HIV/HCV/STIs and related issues

Knowledge Terminology:

- Basic – comprehension of elementary aspects of subject matter
- Strong – broad-based knowledge of topics and effective application of this knowledge
- Expert – very comprehensive and extensive knowledge of all aspects of the job field

Skills Terminology:

- Fundamental – basic, but competent, ability to apply the skill
- Sound – robust, experienced ability to apply skill
- Extensive – broad, expert ability to apply skill

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