JOB DESCRIPTION

JOB TITLE:  Case Manager/ Patient Navigator Coordinator  DATE:  02/2016

PROGRAM / DEPT:  Rita da Cascia/ Hazel Betsey  REPORTS TO:  Clinical Manager
DIVISION:  Program Operations  Health Support Services  SUPERVISOR OR MANAGER?:  No

STATUS:  Full Time (40 hours per week)  FLSA STATUS:  Non-Exempt
NON-UNION or UNION:  Union  UNION CLASSIFICATION:  PL3  UNION TITLE:  Case Management Coordinator

PROGRAM & POSITION SUMMARY

Catholic Charities Rita da Cascia Community provides unique intensive, coordinated case management services to women and their children impacted by chronic illness and homelessness. Families may have substance abuse problems, mental health conditions and/or financial needs. Additionally, Catholic Charities Rita da Cascia Community operates the nine-unit Catholic Charities Hazel Betsey Community housing program.

Catholic Charities Rita da Cascia Community ensures that women and children are connected to vital medical, financial, legal and psychiatric services. Through this program, families receive assistance with medical management, care coordination and wellness support. Families are brought together through the activities program for stabilization and socialization coordination.

Catholic Charities Rita da Cascia Community is a designated Special Project of National Significance and serves as a major link in the Centers of Excellence collaboration continuum of care through education, counseling and treatment coordination.

Catholic Charities Hazel Betsey Community provides unique intensive, coordinated case management services for women and their children impacted by homelessness and chronic illness. Service recipients may also have substance abuse problems, mental health conditions and/or financial needs. Catholic Charities Hazel Betsey Community programs ensure that women and children are connected to vital medical, housing, financial, legal, and psychiatric services. Through this program, families receive assistance with medical management, care coordination, and wellness support. Families are brought together through the activities program for stabilization and socialization coordination.

The Case Manager/ Patient Navigator for the Rita da Cascia/ Hazel Betsey Community serves as a primary intensive case manager for program families, assisting homeless families with multiple diagnoses to attain and maintain housing, medical, and social services for themselves and their children. The position also provides Patient Navigator coordination with primary care facilities, substance use programs, and therapeutic services through the Title IV Family Service Network collaborative. The Patient Navigator locates the lost to care clients and connects them back into medical care with coordinated case management services.
ESSENTIAL DUTIES & RESPONSIBILITIES

- Provide home-based medical and psychosocial case management (assessment, counseling, crisis intervention, advocacy, care coordination and referrals) for homeless women living with disabling HIV disease and their children. Support housing needs and medication management needs.
- Develop comprehensive Individualized Service Plans. Document all assessments and interventions as they occur. Maintain electronic databases, including CODI.
- Provide assessment, counseling and referral for the completion of legal documents such as joint guardianship agreements, Durable power of Attorney, and wills.
- Participate in the development and maintenance of continuous quality improvement systems.
- Assist in the development and implementation of program activities, workshops, support groups, and presentations for program participants.
- Participate in the development, planning, and implementation of the family activities program consistent with family abilities and preferences including direct supervision of the activities program.
- Participate in case conferences, staff meetings, in-service and other trainings as well as meetings of the greater agency.
- Provide direct supervision of volunteers in the activity program.
- Complete client and program documentation as required.
- Other duties as assigned- facility/auto maintenance support.
- Serve as liaison with collaborative partners including local hospitals, agencies, and therapeutic programs to coordinate care.
- Develop and implement outreach within the HIV services community to track and re-stabilize lost to care patients in their medical home.
- Link lost to care patients to case management and support services.
- Collaborate with medical providers and collaborators to insure lost to care patients are referred for PN services.
- Generate a Patient Navigator Tracking System to document services.
- Utilization of clinical training and skills to maintain boundaries and provide effective patient navigation and medical case management.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience:

- Master’s Degree in Social Work, Psychology or related field with 4 years directly related experience. Sensitivity to and knowledge of HIV/AIDS, women and family issues, child development, substance abuse, domestic violence, and mental health issues.
- Minimum 2 years of experience working with homeless women.
- Bilingual in Spanish preferred.
- Substantial knowledge of local HIV services and the child welfare system.
- Ability and experience in supervising volunteers and interns.
- Commitment to the Mission of Catholic Charities.
- Knowledge and training in counseling, substance abuse, multiple diagnoses and health.
- Reliable, self-motivated and independent work ethic.
- Advanced degree with clinical skills and training.
**Knowledge, Skills & Abilities:**

- Functional knowledge of Microsoft Office Products, networking concepts and computer related skills.
- Ability to speak and write in Spanish is desirable.
- Knowledge of mandatory reporting requirements for people working with children, including laws and procedures related to child abuse matters.
- Ability to drive a van, valid driver's license and clean DMV record required.
- Able to listen actively and communicate effectively with individuals and groups.
- Organizational work skills, independent follow-through and sensitivity to client population.
- Ability to be achievement oriented and maintain teamwork and cooperation with staff and care providers.
- Demonstrated ability to successfully work in a team environment with collaborative skills.
- Energetic ability to set and meet goals, deadlines and overall performance expectations.
- Demonstrates the necessary attitudes, knowledge and skills to deliver culturally competent services and work effectively in cross-cultural situations.

**Clearances Required Prior to the First Day of Employment:**

- Fingerprinting Clearance: **Required**
- TB Screening - Negative Tuberculosis Test: **Required**
- First Aid Certificate: **N/A**

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**PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Frequent bending, standing, stooping, kneeling, reaching, twisting, and walking.
- Frequent lifting, pushing, and pulling.
- Intermittent repetitive motions: Making substantial movements (motions) of the wrists, hands, and/or fingers.
- Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- The worker is required to have visual acuity to operate motor vehicles or heavy equipment.
- Driving is not required for this position.

If driving a car is required for the position, incumbent must have a valid California driver's license and be able to provide proof of DMV record and personal insurance (if required).

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**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Contact with clients who may have behavioral and psychiatric problems. Behaviors may include shouting, use of profanity, inappropriate behavioral choices.
- Noise level in work environment is usually moderate and consistent with a normal office setting.
- Occasionally exposed to perfume or scents in personal care products used by clients.

**DISCLAIMER:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
CATHOLIC CHARITIES IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER and is committed to providing equal employment without regard to race, color, creed, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, legal domicile status, veteran status, disability or AIDS/HIV status or any other characteristic protected under federal or state law.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.