



Care Services Department Manager

Reports to: Executive Director

APEB Care Services Department Manager handles the case management, housing support, substance use counseling, and psychosocial support programs of the organization to ensure that they are in line with the stated program goals. The Care Services Department Manager provides quality control for these programs through methods such as handling the budgets, staff, activities, and intended final outcomes.

Monitoring activities, organization, and costs, and proceeding to modify them as necessary are key steps.

Department Manager Tasks

- Oversee training and management of staff/volunteers.
- Work with other members of organization in support of goals.
- Manage administration of designated programs, including federal grants and state/county contracts.
- Ensure that record keeping and statistical information is maintained, updated and communicated.
- Supervise the program staff, assisting with hiring, coaching and evaluation.
- Coordinate program planning and development with other agency activities.
- Evaluate program policies to ensure that they meet client needs, are effectively administered, and are fairly applied.
- Assist in preparing program budgets; administer approved amounts, ensuring compliance.

JOB DISCRIPTION

POSITION: Outreach Linkage Coordinator (100% FTE)

PROGRAM: GET REAL: Substance Abuse Project

REPORTS TO: Director of Health Promotion Programs

The purpose of the Outreach Linkage Coordinator is to provide resources, referrals and navigation to assist project participants in accessing relevant and needed services and to develop new linkages for the project.

DUTIES WILL INCLUDE:

- Substance Use Case Management of project participants
- Facilitation of Substance Abuse (SA) support groups
- Make appropriate referrals to HIV/AIDS services, drug and alcohol treatment centers; and to medical, health, legal and financial assistance services
- May represent project at community meetings as well as other SA programs
- Work cooperatively as a team member to effectively carry out the project's objectives
- Venue based outreach to establish new linkages as well as participant recruitment
- Street outreach
- Other duties as assigned

QUALIFICATIONS

- High School Diploma (some higher education preferred, but not required)
- Ability to relate directly to individuals affected by substance abuse and/or mental health concerns in relation to HIV and/or HIV risk factors
- Experience and/or comfortable in working with the populations of focus, including LGBTQi individuals, in terms of need, geography life circumstances and other relevant issues
- Skills and experience with client navigation activities
- Functional knowledge of HIV and mental health services
- Solid street, venue based and other outreach experience
- Excellent verbal and written skills



Medical Case Manager - Ryan White HIV/AIDS Program AIDS Project of the East Bay (APEB)

Position:

Case management is defined as a range of client-centered services that links individuals with health care, psychosocial and other services through a plan which ensures timely and coordinated access to services.

Medical Case Management services include a range of client-centered services that link clients with health care psychosocial, and other services. The coordination of follow-up of medical treatments is a component of medical case management. These services ensure timely and coordinated access to medically appropriate levels of health and support services and continuity of care through ongoing assessment of the client's and other key family members' needs and personal support systems. Medical case management includes provision of treatment adherence counseling to ensure readiness for, and adherence to, complex HIV/AIDS treatments.

Key activities include:

1. initial assessment of service needs
2. development of a comprehensive individualized service plan
3. coordination of services required to implement the plan
4. client monitoring to assess the efficacy of the plan; and
5. periodic reevaluation and adaptation of the plan as necessary over the life of the client.

It includes client-specific advocacy and/or review of utilization of services. This includes all types of case management including: face-to-face, phone contact, and any other forms of communication and interventions made on behalf of the client.