

CASE MANAGER I (HIV)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for HIV counseling and outreach services designed to provide treatment and services for individuals at risk for HIV infection and support services for their families. Work also involves extensive community interaction to be able to conduct outreach, develop public awareness, serve as advocate with other agencies, and establish referrals. This is the entry level HIV counselor position of this series during which incumbents are expected to complete the HIV Test Counselor Training Program sponsored by the New York State Department of Health, AIDS Institute. This class differs from the Case Manager II (HIV) in the number of years experience. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs intake evaluations of patients (in-patients, out-patients, Emergency Department, community and clients) at risk for HIV infection and/or individuals exposed to needle sticks, for the purpose of gathering the social and medical history of the clients and their families;

Conducts pre-test and post-test HIV counseling sessions with patients and/or their designated family member/significant other on an assigned caseload basis for the purpose of follow up treatment services;

Conducts follow-up services to encourage the individuals return visit for post-test HIV counseling and continuation of referral for services and supportive case management;

Refers patients to County, local and community agencies in order to engage services;

Obtains written consent for HIV counseling, testing and release of HIV information as directed under Pertinent Public Health Law;

Provides education on HIV prevention, safer sex, and related issues for patient and/or family, as assigned;

Identifies and refers asymptomatic/symptomatic patients, to drug treatment programs and/or the Westchester County Medical Center AIDS Management Program;

Maintains appropriate documentation on interviewed and referred patients;

Assists in data preparation and analysis for program evaluation and accountability purposes;

Promotes HIV counseling and testing to high-risk populations;

Compiles weekly statistical reports for review by the assigned supervisor;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Attends multi-disciplinary staff meetings to promote comprehensive treatment and services for the patient and their families;

Attends meetings and conferences, as required

Uses computer applications or other automated systems, such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e., incidental vs. extensive);

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the dynamics of HIV infection, including both the physical and psychological effects, to the patient and family members, and the current methods for treatment in a manner which is dependable, consistent, supportive and sympathetic; familiarity with the community, public, and local agencies which provide services to HIV infected and at risk individuals; ability to establish and maintain effective working relationships with both lay and professional persons, and also with people from a wide range of socio-economic and ethnic backgrounds in a stressful environment; ability to communicate effectively both orally and in writing; ability to evaluate a problem related to HIV infection and assist clients and/or their families to arrive at solutions which are workable within their individual socio-economic environment; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; resourcefulness; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either (a) a Bachelor's Degree* in Teaching, Counseling, Psychology, Social Work or health related field; or (b) a Bachelor's Degree* and one year experience in counseling, teaching, therapy or community work which included work with HIV clients or patients, or their families; or (c) satisfactory completion of 60 credits* at a recognized college or university and two years of work experience in counseling, teaching, therapy or community work, one year of which involved work with HIV clients or patients, or their families; or (d) four years of work experience as defined in (c), one year of which must have included work with HIV clients or patients, or their families; or (e) a satisfactory equivalent combination of the foregoing training and experience.

NOTE: Verifiable volunteer experience working directly with HIV patients or clients and their families may be substituted on a year for year basis for the above stated required experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Incumbents are expected to complete an HIV Test Counselor Training Program sponsored by the New York State Department of Health, AIDS Institute.

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J. C.: Competitive
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Job Class Code: C2587
Job Group: VII