

CASE MANAGER II (HIV)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for counseling, and conducting and supervising outreach services as part of either the Westchester County Medical Center AIDS Care Center or the Westchester County Department of Health. Incumbent provides treatment and services for patients at risk for HIV infection and support services for their families; and acts as a liaison with other County, local and community agencies for referral purposes. This position requires knowledge of the needs of patients at risk for HIV infection, and their families, in order to be able to provide either primary care or referral services. Work also involves extensive community interaction to be able to conduct outreach programs, develop public acceptance of the goals of the program, serve as advocate for the patient with other providers, and establish referral services with other agencies. This class differs from the lower level Case Manager I by virtue of the years of experience required and that incumbents in this class may lead and/or supervise the support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs intake evaluations of patients (in-patients, outpatients, community clients and Emergency Room) and inmates, when assigned to the Westchester Correctional Facility, 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 and potential enrollment into either the Westchester County Medical Center AIDS Care Center, the Westchester County Department of Health clinics or other treatment programs;

Conducts follow-up services to insure the patient's return visit for post-test HIV counseling and continuation, if required, of referral for services and supportive case management;

Contacts other County, local and community agencies in order to engage their services on behalf of the patient;

Obtains written consent for HIV counseling and testing and for Release of HIV information, as required under PHL-27F;

Compiles reports on the progress of the patient, making recommendations for additional services, including appropriate HIV related services, in coordination with appropriate staff;

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

Coordinates and implements an in-patient education program for injection drug abusers which covers AIDS Education/Prevention and Drug Abuse Awareness/Prevention;

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

Assists in preparation of media materials such as pamphlets and brochures to provide the public with information regarding services available to patients at risk for HIV infection and/or their families;

Identifies and refers asymptomatic/symptomatic patients, when applicable, to drug treatment programs, the Westchester County Medical Center AIDS Care Center and Westchester County Department of Health clinics;

Maintains appropriate documentation on interviewed and referred patients;

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

Assists in providing training, supervision, and support for Case Managers I (HIV) and volunteers;

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

Compiles weekly statistical reports for review by supervisory personnel;

Attends meetings and conferences, as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, e-mail and database software;

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 train and supervise staff; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; working knowledge of statistical analysis and report preparation; resourcefulness; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either (a) a Bachelor's Degree* in Teaching, Counseling, Psychology, or Social Work, and one year of experience where the primary function of the position was counseling, teaching, therapy, or community work which included work with HIV clients or patients, or their families; or (b) six years experience where the primary function of the position was counseling, teaching, therapy or community work, two years of which must have included work with HIV clients or patients, or their families.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to five years of the experience stated in option (b) above. There is no substitution for the one year of experience in option (a) or one year of the specialized experience in option (b).

*SPECIAL REQUIREMENT: Possession of HIV Test Counselor Training Program Certificate from the New York State Department of Health, AIDS Institute at time of appointment.

NOTE: Verifiable volunteer experience working directly with HIV patients or clients and their families may be substituted for up to two years of 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.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

West. Co.
J. C.: Competitive
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Job Group: IX