



the **Aliveness** project

JOB Description

PROGRAM MANAGER **HIV MEDICAL CASE MANAGEMENT AND RAPID** **REHOUSING PROGRAM**

The Aliveness Project is a thriving non-profit organization dedicated to supporting stability of health and wellness for people living with HIV/AIDS in Minnesota. Founded more than 30 years ago, Aliveness provides important supportive services such as emergency food shelf, hot meals, case management, integrative therapies, and HIV prevention outreach/programming. In addition, Aliveness provides a physical space for people impacted by HIV to participate in educational programming, build skills and create community. We have a dynamic, mission driven staff, an atmosphere of learning and fun, and a dedication to providing a positive experience for all who walk through our doors.

Primary Responsibilities:

The Program Manager provides day to day supervision of Medical and Non-Medical Case Management staff, quality improvement and client access initiatives, implementation of the Medical Transportation Assistance Program, as well as medical case management services to individuals living with HIV/AIDS, many of whom seek help with medication adherence, chemical dependency, mental illness, housing instability, food insecurity, and other issues. Program Manager will also be responsible for implementation and supervision of a new Rapid Rehousing Program.

Major tasks include:

- Daily supervision of 7 direct reports of Medical, Housing, and Non-Medical case managers, including scheduling, payroll and vacation approval, performance coaching, tracking of outcomes/hours, onboarding new staff, ongoing training support, low level HR issues, as needed 1:1's with staff, and annual performance reviews.
- Create an effective, efficient and supportive team environment for case managers and colleagues.
- Understand, improve and coordinate monitoring systems for program performance and develop procedures for continuous quality assurance monitoring activities.
- Work with the Care and Prevention Director as well as the team to establish measurable program goals and targets.
- Design creative and sustainable systems to decrease barriers and recruit new members to case management services for Aliveness Members.
- Provide feedback on and coordinate implementation of quality management initiatives as directed by the Prevention and Care Director.
- Manage scheduling and intake processes with case management staff for maximum client access.
- Assist in creation of reports or service narratives, as well as client data review for internal audits, required grant reports and monthly billing. (This is to make sure all the data is entered in timely manner so that monthly report can be process.)
- Conduct comprehensive assessments (psycho-social, program/service eligibility) and re-assessments of case management clients.
- Work with case management staff to complete individual service plans with clients to set goals and strategies to overcome barriers (including but not limited to mental health, chemical health, housing instability or criminal history) to maintaining medical care.

- Make sure staff maintain client records and files, collect required documentation from clients, complete data entry of client notes, process information for program reports and invoicing, etc.
- Participate in team wide activities and initiatives including trainings and meetings.
- Participate in the Case Management Coordinator Meetings, or other workgroups as directed by the Care and Prevention Director and/or Executive Director.
- Be actively involved in creating a safe and welcoming climate for members, guests, volunteers and staff by participating as a staff liaison and in conversations/trainings aimed at these goals.
- Manage problems or challenges up to the Care and Prevention Director.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Ability to manage, build and motivate a team of employees. At least 2 years of in a supervisory capacity including: team building, hiring, coaching, scheduling, work direction, and corrective action when required.
- At least 1 years' experience providing case management services to low-income individuals, including psycho-social assessment of clients, interdisciplinary care coordination, monitoring of health/social service delivery, and development/usage of client-centered care plans.
- Experience with Minnesota Homeless Programs including Coordinated Entry and Transitional Housing.
- Knowledge of social work and case management guidelines and issues related to working with low-income clients, including data privacy, confidentiality and HIPAA compliance.
- Knowledge of issues and community resources related to HIV/AIDS, chemical dependency, mental health, housing, health insurance, and other barriers.
- Appreciation of and commitment to racial equity and gender inclusion in all aspects of work.
- Ability and desire to work with a diverse population.
- Knowledge of and skills using personal computer equipment and related software for word processing (MS Word), client database (MS Access) and spreadsheets (MS Excel).
- Skills in preparing client files, records and program reports.
- Strong and timely communication skills with both clients and other professionals.
- Skills in planning such as identifying and sequencing action steps to achieve results.
- Ability to work with clients respectfully and act in a confidential manner.
- Ability to manage, prioritize, categorize, and complete multiple tasks.
- Ability to manage stress in a proactive manner.

Education: Bachelor's Degree in Social Work or related field. Master's Degree Preferred. Minnesota Social Work Licensure is helpful, but not required.

Experience: At least one year of successful supervisory experience, as well as experience providing social services in a job that involved carrying a caseload and the following duties: psychosocial assessments, interdisciplinary care coordination, resource development, development and utilization of client-centered care plans.

Hours: 40 hours per week

Compensation: \$50,000-\$58,000 with competitive benefits including Health insurance, paid holidays, PTO and Floating holiday.

Please send your resume and cover letter to ddegan@kariskinnovation.com