



## **JOB DESCRIPTION**

Case Manager / Linkage Specialist

**FLSA Status:** Non-Exempt

**Division:** WORLD  
**Department:** WORLD  
**Supervisor Title:** Ingrid Floyd, Interim Executive Director  
**Prepared By:** David Marin, Director of Human Resources  
**Created/Last Revision Date:** November 1, 2021  
**Approved By:** Denise Jones, Operations Manager  
Ingrid Floyd, Interim Executive Director

The Case Manager/Linkage Specialist primary focus is helping HIV individuals identify their primary HIV medical needs and supporting clients in accessing medical care, with the ultimate goal of client's retention in care. The Case Manager/Linkage Specialist will be responsible for providing onsite and street outreach and recruitment of HIV positive individuals in Alameda and Contra Costa County. The Case Manager/Linkage Specialist will develop and maintain strong collaborations with medical case managers; support groups, community events, providers and clinics to identify clients that are in need of support services. The Case Manager/Linkage Specialist will also identify persons living with HIV or at highest risk of HIV to connect them to medical and supportive services. Person fluent in Spanish preferred.

**Essential Duties & Responsibilities Includes the Following:**  
**Other duties may be assigned.**

### Case Management Duties:

- Provides one-on-one social and emotional support to clients by understanding and utilizing SMART goals objective in developing a navigation plan with clients.
- Consistent with case management standards of care, performs intakes, assessment of client needs and case management of immediate and long-term needs; evaluates information necessary to determine eligibility for entitlement programs and available services.
- Assists clients to navigate the medical care system.
- Coaches clients in adherence skills.
- Attends and Co-Facilitates support groups.
- Facilitates communication with providers to identify primary care needs and assists clients in making connections with health care services and necessary follow-up. Participates in case management and individual supervision sessions with clients.
- Provides mobile clinic and drop-in service, crisis intervention and back-up to staff as needed; utilizes skills to assess mental health crises. Utilizes modified street outreach strategies to reach

clients including mobile van clinic outreach, regular visits to client homes, on the streets, at service delivery sites including homeless shelters and single resident occupancy hotels.

- Maintains concise documentation and program notes in the client records accord to departmental standards using a computerized information system.
- Assists clients in understanding and applying for public and private benefits.
- Attends team, weekly supervision, and other meetings as assigned.

#### Linkage Specialist Duties:

- Conducts outreach in various settings and to diverse populations in Alameda County, and other local area.
- Conducts phone calls to clients who are out of care or lost to care to connect them to medical services.
- Helps clients access services by providing referrals, accompanying to appointments, and engaging with providers.
- Provides non-directives information to clients about HIV, treatment, stress-reduction, and self-care strategies.
- Schedules client doctors' appointments and other needed appointments.

#### **Participation in Meetings/Committees**

Attends meetings as assigned.

#### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

#### **Qualifications**

At least 2 years Case Management and or Benefits trained to assist clients to secure benefits such as Medi-Cal, Family PAC, and PrEP. High school degree or equivalent. Experience in working in human services provision at community agencies, healthcare settings, and functional knowledge related to HIV/AIDS is a plus. Familiarity with service options available to support and empower women living with HIV/AIDS. Knowledge of harm reduction, healthy coping, and steps for networking with providers preferred. Knowledge of criminal justice systems, substance abuse, and mental health is preferred.

#### **Computer/Software Skills & Abilities**

To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel, Outlook, Power Point, and internet proficiency and other computer-related tasks.

#### **Language Skills**

Ability to respond to common inquires or complaints from clients, regulatory agencies, excellent phone manner, advance communication and organizational skills.

#### **Mathematical Skills**

Ability to add, subtracts, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

### Reasoning Ability

Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Individual must be self-motivated and able to work independently as well as a team.

### Other Skills & Abilities/Qualifications

- Sensitivity to issues surrounding HIV and AIDS.
- Ability to work as a team player.
- Strong attention to detail.
- Excellent interpersonal skills.
- Able to work independently and follow established protocols.
- Ability to work with diverse populations.
- Sensitivity to multi-cultural and lifestyle issues.
- Strong organizational/prioritizing skills in a rapidly changing environment.

### Certificates, Licenses and Registrations

- Valid California Driver's License in State of employment.
- Proof of liability insurance.

### Physical Demands

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACTIVITY	AMOUNT OF TIME			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			*	
Walk		*		
Sit			*	
Use hands to finger, handle, or feel				*
Reach with hands and arms				*
Climb or balance	*			
Stoop, kneel, crouch or crawl		*		

LIFTING/CARRYING	AMOUNT OF TIME			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		*		
Up to 25 pounds		*		
Up to 50 pounds	*			
Up to 100 pounds	*			
More than 100 pounds	*			

**Work Environment**

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

	AMOUNT OF TIME			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Fumes or airborne particles	*			
Toxic or caustic chemicals	*			
Outdoor weather conditions	*			
Risk of electrical shock	*			

**Employee's Acknowledgement**

I have read the job description and agree to its contents. I acknowledge that other duties may be requested of me that are not specifically stated here. I agree to perform these duties as directed by my immediate supervisor(s), and when called upon. I also agree to assist in the formulation of a revised job description should the need arise in the opinion of my supervisor(s) and/or the Director of Human Resources.

Employee Signature	Date
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