# APPENDIX A – SAMPLE DUTY STATEMENTS FOR MCC TEAM

**Nurse Case Manager**

Salary Range: Range

(Per month, effective Date)

The [AGENCY NAME] is seeking a qualified individual(s) to fill the vacant Nurse Case Manager position within the **[AGENCY] Clinic**.

**POSITION INFORMATION:**

The registered nurse shall serve as a RN Case Manager who coordinates with all parties involved in the care of the patient (interdisciplinary team, patient, family, and significant others) to provide the most effective care and treatment for people living with HIV/AIDS. This position formulates care plans based upon assessment data and provision of care priorities, in collaboration with the Clinical Social Worker. Coordinates patient care and collaborates with other health care team members to establish the patients' goals, to develop treatment plans, and to obtain desired outcomes. Modifies plans of care based on reassessment findings and specific patient care needs and changes in the medical treatment plan including clinical pathways as appropriate. Recognizes change in patient status and takes timely and appropriate intervention. Provides patient education based on identified learning needs utilizing available teaching resources. Communicates identified needs to members of the interdisciplinary team.

**QUALIFICATIONS:**

* Licensed in good standing in the State of California as a Registered Nurse.
* RN licensure and three (3) years HIV clinical practice experience and relevant experience within the scope of their licensure (based on the standards of the discipline).

**DESIRABLE QUALIFICATIONS:**

* Be organized and able to maintain client files, charts and test results;
* Possess basic computer skills, knowledge of word processing, data entry, and use of Internet and Internet research;
* Have strong quality management skills, ensure compliance with all guidelines and regulations;
* Is trained in co-morbidities: HIV, STDs, Hepatitis and Tuberculosis transmission and treatment;
* Strong oral and written communication skills
* Proficiency in Microsoft Office and Software/Hardware
* Have experience in the disclosure of life altering conditions;
* Understands and has experience maintaining confidential information, and understanding Health Insurance Portability and Accountability Act (HIPAA) requirements and be certified in HIPAA compliance.
* Maintain excellent oral communication skills, ability to build rapport with clients (i.e., customer service skills, outreach, open ended questions) and talk openly about sex and sexual risk taking behaviors;

**EXAMPLE OF DUTIES:**

* Identifies out of care HIV-positive patient to reengage them into treatment
* Contacts patient to assess patient’s condition, perform a needs assessment, and obtain brief medical history from patient including, but not limited to, the following:
  + Past medical history
    - HIV specific: Recent CD4 count and viral load, nadir of CD4 count, history of AIDS or AIDS-defining illness (if known)
    - Other medical: recent illnesses, chronic conditions
  + Medication history: ARVs, OI prophylaxis, other medications, allergies, adherence
  + Recent treatment history: regular source of care, provider name, overall social history and support network information such as housing, nutrition, case manager, etc.
* Identifies patients’ unmet biomedical needs and coordinates with clinic HIV providers to ensure that standards of care are met and any gaps or barriers are addressed.
* Identifies patients’ unmet non-medical needs or barriers to adherence or retention in care and coordinates with other clinical staff (i.e., social workers) to address needs and barriers.
* Identifies patients who have fallen out of care in order to re-engage them or work with others to re-engage them back in care.
* Utilizes population health registry to manage patients (i.e., identify unmet medical needs) and track trends in overall clinic performance.
* Performs and interprets diagnostic procedures such as tuberculin tests, and administers therapeutic treatments and preventive measures in the form of injections and immunizations in accordance with medical orders.
* Functions as an extended role nurse, provides health supervision, diagnosis and treatment of minor conditions to people living with HIV/AIDS on a continuing basis under the consultative direction of a physician who sees these patients initially or when, in the opinion of the nurse, adverse symptoms indicate the need for medical evaluation and treatment.

**Essential Skills**

* be a State of California Licensed Registered Nurse
* have three (3) years’ experience working in HIV clinic services;
* have solid knowledge of HIV disease, including natural history, symptoms, and treatment;
* be familiar with HIV medical care guidelines;
* demonstrate a history working with the target population, inclusive of cultural competency and sensitivity, including that of persons living with HIV;
* have extensive knowledge and experience working with behavioral risk groups, including Injection Drug Users, Youth and the Lesbian Gay Bisexual and Transgendered Community;
* have experience in the disclosure of life altering conditions;
* knowledge of substance abuse issues and treatment, and related sexual risks;
* have good interpersonal skills and ability to work well with other members of the clinical and case management team;
* able to work independently; think critically; excellent time-management, and ability to make sound decisions;
* ability to research, identify, and access community referrals;
* demonstrate proficient written-documentation skills: notes, written terminology, process, short/long term goals, follow-up, and referrals;
* ability to demonstrate basic skills of risk behavior assessment. Motivate clients to modify HIV risk taking behaviors and substance use behaviors;
* knowledge of current HIV treatment modalities;
* demonstrated experience in extensive methods of follow-up and linked access to services;
* demonstrated experience in conducting a psychosocial assessment and/or working individually with clients in a counseling capacity;
* demonstrated experience coordinating medical and psychosocial services for clients;
* Bilingual in English and Spanish; and,
* have experience maintaining confidential information, and understanding Health Insurance Portability and Accountability Act (HIPAA) requirements and be certified in HIPAA compliance.

Interested individuals should submit a cover letter and resume to:

[AGENCY CONTACT INFORMATION]

**Patient Care Manager**

Salary Range: Range

(Per month, effective Date)

The [AGENCY] is seeking a qualified individual(s) to fill the vacant Patient Care Manager position for the Medical Care Coordination Program. This program is based at the **[AGENCY] Clinic** and uses a combination of medical and non-medical case management to coordinate patient care.

**POSITION INFORMATION:**

This position will work as a Patient Care Manager who will be responsible for the non-medical case management activities. In partnership with the Medical Care Manager (a registered nurse), this position will coordinate support and social service needs and collaborate with other health care team members to identify the patients' goals, develop treatment plans, and obtain desired outcomes. The Patient Care Manager will be responsible for assessing patients in order to recognize changes in patient status and to deliver timely and appropriate interventions, as needed. To assist with patient management, the Patient Care Manager will use a population health registry to identify unmet medical and non-medical needs and to track compliance with performance measures. Finally, the Patient Care Manager will participate in formal and informal case conferencing with members of the interdisciplinary team which will include care providers at the [AGENCY] Clinic.

**QUALIFICATIONS:**

* A Master’s degree in one of these disciplines: Social Work, Counseling, Psychology, and/or Marriage and Family Counseling

**Essential Skills**

* have three (3) years of experience working with HIV-positive patients and a working history within the last five (5) years, or educational background, that includes knowledge of STDs, HIV, Hepatitis and/or Tuberculosis;
* knowledge of substance abuse and mental health issues and treatment, and related sexual risks;
* have good interpersonal skills and ability to work well with other members of the clinical and case management team;
* able to work independently; think critically; excellent time-management, and ability to make sound decisions;
* able to research, identify, and access community referrals;
* demonstrate proficient written-documentation skills: notes, written terminology, process, short/long term goals, follow-up, and referrals;
* able to demonstrate basic skills of risk behavior assessment and to motivate patients to modify HIV risk taking behaviors and substance use behaviors;
* demonstrated experience in extensive methods of follow-up and linked access to services;
* demonstrated experience in conducting a psychosocial assessment and/or working individually with patients in a counseling capacity;
* understanding of client confidentiality and legal consequences of failure to abide;
* have experience maintaining confidential information, understand Health Insurance Portability and Accountability Act (HIPAA) requirements, and pass HIPAA certification training for HIPAA compliance.

**DESIRABLE QUALIFICATIONS:**

* Is trained in co-morbidities: HIV, STDs, Hepatitis and Tuberculosis transmission and treatment;
* Has experience working with patients who have life altering conditions;
* Excellent oral communication skills, ability to build rapport with clients (i.e., customer service skills i.e., customer service skills, outreach, open ended questions) and talk openly about sex and sexual risk taking behaviors;
* Organized, able to maintain client files, charts, and test results;
* Basic computer skills, knowledge of word processing, data entry, and use of Internet and Internet research;
* Strong quality management skills, ensure compliance with all guidelines and regulations;
* Bilingual in Spanish preferred; and understanding of multicultural issues;
* Knowledge of current HIV treatment modalities; and
* Licensed as a Clinical Social Worker or Associate Clinical Social Worker

**EXAMPLE OF DUTIES:**

* Conducts bio-psychosocial assessments to identify non-medical needs (i.e., social, emotional or economic factors) which may interfere with regular HIV medical care utilization such as:
  + Medical co-morbidities, sexual risk behavior, substance use history, mental health status, housing, transportation, etc.
* Works with the Nurse Case Manager to identify patients’ unmet medical needs and coordinates with clinic HIV providers or provides support services referral to address gaps or barriers to accessing and adhering to medical care.
* Identifies patients who have fallen out of care to re-engage them in care.
* Utilizes population health registry to manage patients (i.e., identify unmet non-medical needs) and track trends in overall clinic performance.
* Delivers patient education, counseling and other brief interventions to improve HIV knowledge and reduce patient risk for transmitting HIV and/or acquiring other sexually transmitted infections.
* Participates in multi-disciplinary health team conferences to formulate the overall patient care plans by interpreting for the team the psychosocial aspects of the patient’s illness.
* Writes social case summaries and reports documenting the social/emotional assessments and diagnosis made and the treatment rendered in accordance with utilization review standards issued by healthcare regulatory agencies.
* Collects, documents, and reports patient-level data in OAPP’s data management system.
* May serve as a social work team coordinator with responsibility for case management and consultation with other team members.

Interested individuals should submit a cover letter and resume to:

[AGENCY CONTACT INFORMATION]

**Case Worker**

Salary Range: Range

(Per month, effective Date)

The [AGENCY NAME] is seeking a qualified individual(s) to fill the vacant Case Worker position for the Medical Care Coordination (MCC) Program. This program is based at the **[AGENCY] Clinic** and uses a combination of medical and non-medical case management to coordinate patient care.

**POSITION INFORMATION:**

This position will work as a Case Worker who will be responsible for assisting the professional staff (a registered nurse and a Master’s level social worker) in the implementation of the MCC program and the delivery of medical and non-medical case management activities to patients. The Case Worker will be responsible for identifying eligible patients at the [AGENCY CLINIC] to the MCC program and connecting them with medical services at LAC/USC clinic. The Case Worker will also provide support service referrals and follow-up to clients assigned to the MCC team. The Case Worker will help ensure that clients are successfully linked to support services and communicate results to the team. To assist with patient management, the Case Worker will use a population health registry to enter patient data and to track patients’ outcomes.

**QUALIFICATIONS:**

* Bachelor’s degree in Social Work or related Human Services discipline required. Experience with providing HIV/AIDS services is preferred.

**Essential Skills**

* have six (6) months of experience working in a clinical setting;
* have knowledge/experience in HIV/AIDS-related issues;
* have good interpersonal skills and ability to work well as a team with other members of the clinical and case management team;
* able to research, identify, and access community referrals;
* understand patient confidentiality and legal consequences of failure to abide;
* Good verbal and written communication skills; and,
* Computer literate.

**DESIRABLE QUALIFICATIONS:**

* Knowledge of HIV/AIDS, substance use, homelessness and mental illness, and other issues affecting client population;
* Organized, able to maintain client files, charts, and test results;
* Basic computer skills, knowledge of word processing, data entry, and use of Internet and Internet research;
* Strong quality management skills, ensure compliance with all guidelines and regulations; and
* Bilingual in Spanish preferred.

**EXAMPLE OF DUTIES:**

* Receives training to participate as a member of the MCC team and support the professional staff;
* Creates liaisons with HIV testing sites to assist linking newly diagnosed patients to MCC team;
* Identifies patients eligible for MCC from registration records;
* Performs data entry activities in DHSP’s data management system and in the population health;
* Participates as a member of the health care team in interviewing patients/clients friends to obtain information about home environment, family relationships, and personality traits that may have a bearing on the patient's/client's illness, treatment and recovery.
* Participates in team conferences, and shares social information and evaluations with other health care disciplines to develop the most effective care plan for the patient.
* Conducts ongoing interviews with patients to determine any new needs not identified in the initial assessment sessions with the MCC Team. Conveys information to the Team Members in order to update and/or modify the care plan;
* Assists patient and MCC team in addressing socioeconomic needs that impact patient ability to access and adhere to HIV care and treatment, and coordinating related referrals, e.g., housing, transportation, financial support, and benefits;
* Utilizes electronic medical record queries to track patient-level health outcomes and identify patients’ in need of MCC;
* Assists with patient file documentation regarding referral linkage or patient monitoring activities; and,
* Maintains accurate patient files for continuous quality management reviews by DHSP

Interested individuals should submit a cover letter and resume to:

**[AGENCY CONTACT]**