



Dove, Inc., established in 1970, is a multi-program social service agency working to meet unmet needs and to find solutions to social injustices.

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Homeward Bound Program

Medical Management / Housing Coordinator Job Description

GENERAL RESPONSIBILITIES

Medical Management / Housing Coordinator includes the provision of services, including treatment adherence counseling, to ensure timely and coordinated access to medically appropriate levels of health and support services to improve health outcomes and continuity of care. The Medical Management / Housing Coordinator must be medically credentialed professionals or trained healthcare staff that operate as part of the client's clinical care team.

The Medical Management / Housing Coordinator activities includes educating program participants about HIV, including HIV prevention and risk reduction counseling, scheduling medical appointments, communicating with various providers about program participant's care, educating program participants about recommended screenings and immunizations, and monitoring treatment adherence. The Medical Management / Housing Coordinator is expected to monitor program participants' medical outcomes, such as retention in care and viral suppression, through monitoring of appointments and lab work including viral load and CD4 counts. The case management can be provided through many types of encounters including face-to-face, phone contact, housing, job training, employment, education, budget management, bankruptcy, legal matters, DCFS, personal counseling, independent living skills, health care, parenting skills, substance use and other forms of communication.

EXAMPLES OF WORK

- Prepare to receive client referrals from a variety of sources, including other case managers, other agencies, self-referrals, or walk-ins.
- Develop a rapport with the client.
- Understand the unique needs of the client.
- Establish the professional boundaries between the client and staff.
- Ensure that client understand Homeward Bound Program requirements, including client's rights and responsibilities.
- Make an accurate evaluation of all clients' needs which will impact client contact from this point. Document and monitor a program participant's eligibility by completing an Eligibility Assessment.
- Provides Care Plans for which the staff and client understand issues and barriers the client is experiencing.
- Create a written housing plan assessment of the clients' housing situation, issues, and needs and include a determination of the types of services that best meet these needs.
- Maintain progress logs to document the staff's interaction and conversations with the client or other collateral contacts.
- Provide required documentation for referrals for service.
- Coordinate, report and follow up on all medical appointments, treatments, and services that a client receives.
- Document discharge when a client is no longer enrolled with the program.
- Performs related duties as required.

QUALIFICATIONS

The Medical Management / Housing Coordinator, and their direct supervisor, are expected to possess formal education and training that provides them with the ability and understanding of how to build rapport, evaluate client preparedness and motivation for services, fulfill specific client needs with appropriate and available services, and

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represent the Ryan White Part B program in a professional and caring manner. The Medical Management / Housing Coordinator is also expected to possess formal education or training in a medical related field that provides them with a comprehensive understanding of medical terminology, current HIV treatment and medication trends and modalities, as well as a complete understanding of the Guide for HIV/AIDS Clinical Care and Clinical Guidelines developed by HRSA.

- The Medical Management / Housing Coordinator must meet one of the following formal education criteria:
- Bachelor's in social work (BSW) from an accredited college or university, with licensure and Master's in Social Work (MSW) preferred, or;
- Bachelor's in related human service field from an accredited college or university, or;
- Current Illinois licensure as registered nurse (RN), licensed practical nurse (LPN), or advanced practice registered nurse (APRN), with Case Manager and Association of Nurses in AIDS Care (ANAC) certification preferred.
- Associate's degree in a related human service field from an accredited College or University, plus two years of case management experience.

Supervisors are expected to have the same minimal qualifications, augmented by at least 2 years supervisory experience.

Applicants must be able to perform the following: Lift and carry 30-50 pounds, sit and/or stand for prolonged periods of time, bend, twist, stoop, or kneel, exhibit manual dexterity, vision correctable to 20/20 or sufficient to complete job responsibilities, including color recognition, hearing correctable in order to complete job responsibilities. A valid driver's license and insurance is required. Prior to employment, all employees are subject to background and drug checks as required by program grants and the Dove, Inc. Personnel Policy. These checks may be updated periodically.

SALARY AND BENEFITS

The introductory salary range for this position is \$41,000 to \$43,000 annually. Raises are provided annually based on merit and availability of funding. Fringe benefits include paid holidays, up to 19 paid leave days per year, group health insurance, life insurance and disability insurance, direct deposit, matching retirement fund and an Employee Assistance Program.

WORK CONDITIONS AND ENVIRONMENT

This is a full-time position requiring 40 hours per week, and it is subject to the Fair Labor Standards Act. This employment is contingent upon continued funding for this position. The office is located at Homeward Bound, Decatur, IL. The Medical Management / Housing Coordinator is supervised by the Homeward Bound Program Director.

DOVE, INC. IS AN EQUAL OPPORTUNITY EMPLOYER

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