



## **Bilingual Medical Case Manager**

Western North Carolina AIDS Project's (WNCAP's) mission is to provide equitable access to care and reduce harm from HIV, Hepatitis C, and drug use. WNCAP provides case management, prevention education, STD testing, and harm reduction services to people living across 18 counties of western North Carolina. WNCAP employs approximately 40 people and has 2 locations.

Working as part of WNCAP's Ryan White Case Management team, the Bilingual Medical Case Manager's primary role is to identify & mitigate barriers to medical care for People Living with HIV. Extensive travel is required for trainings, conferences, meetings, client-home visits, and client transportation.

This is a full time nonexempt position operating out of WNCAP's Asheville, NC office. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch.

### **Duties**

Job duties include, but are not limited to:

- Communicate effectively with clients in both English and Spanish, verbally and via written communication, including using accessible realistic language to convey complex pertinent information.
- Complete Needs Assessments & Person-centered Care Plans.
- Provide culturally competent services and help clients achieve their Care Plan goals.
- Complete progress notes, 6-month reviews, and annual reassessments for all clients in case load.
- Maintain clients' case management chart following State/Federal guidelines for audits.
- Create a welcoming, judgment-free, and friendly environment for clients.
- Coordinate/link individuals to medical appointments.
- Coordinate/link individuals to transportation for health-related appointments; and/or provide transportation for health-related appointments utilizing personal vehicle (mileage reimbursement is provided for use of personal vehicle).
- Ensure access to medications and provide adherence support and counseling.
- Coordinate/link clients to appropriate resources/third party payers in order to maintain access to medical care and medications.
- Coordinate/link clients to Behavioral Health and Substance Use services, as appropriate.
- Link clients to housing programs and/or rent/utility assistance; assist and support clients' participation in housing programs to maintain housing.
- Complete financial assessments to determine clients' eligibility for financial assistance resources; link to appropriate resources.



- Build collaborative relationships with other professionals in the community, including but not limited to: medical care providers/agencies, behavioral health providers/agencies, dental care providers/agencies, housing specialists, pharmacies, legal staff, etc.
- Support and respect clients' autonomy.
- Perform other tasks as needed.

## Requirements

- 4 year degree from an accredited College or University in a relevant field; or
- Associate Degree in relevant field with 2 years medical case management experience.

Candidates must have the following skills in order to be considered for this position:

- Ability to read, write, and speak both English and Spanish fluently
- Proficiency with computers, including Microsoft Office (Excel and Word experience required), Google Drive, Gmail, and data entry/tracking
- Punctuality and reliability
- Strong written and verbal communication skills
- Ability to prioritize and multi-task case load
- Precision and attention to detail
- Thorough knowledge of local community resources
- Ability to maintain client confidentiality according to HIPAA regulations
- Respectful interaction with diverse populations and marginalized communities, including people who use substances
- Ability and willingness to work under challenging situations
- Ability to de-escalate contentious interactions
- Ability to empathize with clients from a variety of backgrounds
- Awareness of issues that People Living With HIV/AIDS face on a day-to-day basis
- Team player with ability to work independently with minimal supervision
- Valid driver's license, vehicle liability coverage, and use of reliable personal vehicle during scheduled work hours
- Willingness to complete required trainings, including trainings to further develop relevant skills
- Willingness to travel as needed for training and workshops
- Housing resource and program knowledge or experience, preferred but not required
- In order to protect the wellbeing of our clients and staff, a pre-employment criminal background check is required. Criminal convictions do not necessarily preclude employment and will be considered on a case-by-case basis.



### **Physical Requirements**

- Must be willing and able to spend long periods of time in stationary position working at a computer
- Must be able to lift at least 25 pounds
- Must be willing and able to drive long distances using personal vehicle to transport and/or visit clients

### **Compensation and Benefits**

The Bilingual Medical Case Manager is a full-time nonexempt position based out of WNCAP's Asheville office, located at 554 Fairview Road, Asheville NC 28803. Starting pay range is \$39-40k/year, depending on qualifications and experience. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch. Dress code is business casual. WNCAP is a certified living wage agency.

Benefits include:

- Partial employer-sponsored health and dental insurance
- Vision insurance
- Employer-sponsored life insurance
- 403(b) Retirement Savings Plan with Employer Contributions
- Paid time off
- Paid holidays

WNCAP is an equal opportunity employer. We strive to foster a workplace that supports and amplifies a diverse array of voices and experiences. We strongly encourage women, people of color, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, people living with HIV, and veterans to apply.

Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, disability, ancestry, marital status, veteran status, medical condition or any status protected under local, state or federal laws.

### **To Apply**

For consideration for this position, please submit a resume and cover letter detailing your interest in WNCAP and this position, including "Bilingual Medical Case Manager" in the subject line, to: [employment@wncap.org](mailto:employment@wncap.org)

Please note that due to the high volume of applications, we cannot respond to all correspondence received.