



## **Case Management Coordinator**

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.

The Case Management Coordinator (CMC) manages WNCAP's Case Management program for People Living with HIV/AIDS (PLWH), which provides medical case management under the Ryan White (RW) program, as well as supportive case management services. The CMC serves as a subject matter expert for the RW program and is responsible for program compliance, including maintaining auditable records, creating and disseminating departmental policies and procedures, and attending relevant conferences and trainings. Additionally, the CMC provides supervision and support to the Case Management department staff, conducts client intakes for case management services, tracks case management data and grant deliverables, and ensures that emergency financial assistance is provided appropriately and in accordance with funding requirements. The CMC is also responsible for coordinating collaboration with outside entities that provide resources for clients, including other nonprofits and relevant medical providers, to ensure continuity of services for case managed clients.

This is a full-time exempt position operating out of WNCAP's Asheville, NC office. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch, but candidate must have the ability and willingness to work outside of, and in addition to, regular work hours when needed. Travel is required for trainings, conferences, meetings, and client home visits.

### **Duties**

Job duties include, but are not limited to:

- Hire, train, and supervise Case Management department staff, including regular one-on-one supervision meetings.
- Conduct regular Case Management department meetings with all department staff to provide group supervision, department updates, and work as a cohesive team to serve clients.
- Assess new inquiries for Case Management services, conduct intakes for eligible clients, obtain all required eligibility documentation from client and client's medical care



providers, address emergent Medical Case Management if time sensitive, and assign each new client to an appropriate case manager.

- Create and promote a welcoming, safe, judgement-free environment for clients.
- Maintain client intake log, master client census, client reassessment schedule, and, with support from the Data Specialist, client records in WNCAP's electronic health records system, as well as the State's reporting platform (CareWare); and ensure that all data is entered accurately, and in a timely manner.
- Regularly review caseloads of each case manager to ensure that workload is evenly distributed.
- Maintain strong working knowledge of relevant program funding sources to ensure accurate billing and compliance.
- Review all client requests for financial assistance and employee reimbursement requests to ensure allowability of expense, accuracy of data, and compliance with supporting documentation requirements. Approve appropriate complete requests and return incomplete or unallowable requests to the sender.
- Review all case management progress notes to confirm that they are Medical Case Management or Non-Medical Case Management services, according to program requirements.
- Prepare data, financial, and programmatic compliance reports as needed.
- Ensure that departmental policies and procedures follow current organizational practices and are in accordance with current state, federal, and system program requirements.
- Collaborate with staff in other departments to provide comprehensive WNCAP services to clients.
- Maintain knowledge of frontline Case Management Department positions' duties in order to provide client-facing services when needed.
- Present at/participate in webinars, conferences, and trainings, requiring public speaking at times.
- Work collaboratively and develop relationships with community partners, including facilitating meetings and committees, and participating in relevant offsite meetings as a WNCAP representative.



## Requirements

Qualified candidates must have 2 years of experience successfully managing a department or project, and a Bachelor or Master's degree in a relevant field, which includes Social Work, Nursing, and Human Services fields.

### Additional Requirements

- Extensive knowledge of case management best practices, preferably specific experience with Ryan White case management
- Knowledge of health insurance and medication assistance programs
- Knowledge of HIV treatment and prevention
- Proficiency with computers, including Microsoft Office (extensive Excel and Word experience required, familiarity with PowerPoint preferred), Google Drive, Gmail, Adobe Acrobat, electronic filing, and data entry/analysis/tracking
- Experience with auditing, to assess programmatic compliance
- High level of precision and attention to detail
- Exceptional written and verbal communication, specifically the ability to communicate with stakeholders diplomatically and clearly about complex issues
- High level of initiative and creativity
- Flexibility to perform all functions within the department, including providing client-facing services when needed
- Ability to delegate and effectively supervise staff
- Ability to mediate employee disputes
- Team player with ability to work independently with minimal supervision
- Respectful interaction with diverse populations and marginalized communities, including people who use drugs or may be in crisis
- Awareness of issues that PLWH face on a day-to-day basis
- Ability and willingness to de-escalate difficult client/visitor/caller situations and act calmly in challenging situations, requiring a high level of resiliency
- Knowledge of HIPAA and ability to maintain participant and client confidentiality
- Ability to prioritize and multitask
- Ability and willingness to work remotely as needed, requiring internet access at home
- Ability to read, write, and speak English fluently; bilingual ability is a plus
- Public speaking experience, preferred but not required



- Willingness to travel as needed for trainings, conferences, meetings, etc. and willingness to complete required trainings, including trainings to further develop management/leadership skills
- Safe driving skills, valid driver's license, vehicle liability coverage, and use of reliable personal vehicle during scheduled work hours
- 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

### **Compensation and Benefits**

The Case Management Coordinator is a full-time exempt position based out of WNCAP's Asheville office, located at 554 Fairview Rd, Asheville NC 28803. In-office and remote working capabilities are required for this position. Starting salary range is \$50-54k/year. 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 “Case Management Coordinator” 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.