



**Urban League of  
Hampton Roads, Inc.**



---

**Position: Ryan White Case Manager**

**Schedule: Full-Time** – Monday thru Friday, 8:30am to 5:00pm, sometimes evening and weekend hours required.

**Location:** The Urban League of Hampton Roads, 7300 Newport Avenue, Suite #500, Norfolk, Virginia 23505

**JOB SUMMARY:**

The Medical / Non-Medical Case Manager will provide a range of services that link clients with primary medical care, psychosocial services, benefits, and other supportive services. Provides outpatient HIV medical case management services and patient advocacy through education, counseling, advocacy, benefits assessment and enrollment, and coordination of services. Ensures patient access to essential medications, medical care, and support services. All team members are expected to be knowledgeable and compliant with the Urban League of Hampton Roads values of compassion, dignity, excellence, integrity, and teamwork.

**PRIMARY TASKS/RESPONSIBILITIES:**

- Performs medical case management functions for patients/clients of the Ryan White Program.
- Responsible for intake and assessment of service needs.
- Develops a comprehensive, individualized service/action plan.
- Coordinates services required to implement the plan.
- Provide education regarding safer sex practices, medication adherence and linkage to medical care.
- Participate in individual/group support meetings.
- Maintain client and statistical records in CAREWare as required by the city of Norfolk
- Meet all required deadlines for documentation.
- Maintain a collaborative working relationship with other HIV AIDS community-based organizations.
- Responsible for client monitoring to assess the efficacy of the plan.
- Responsible for benefit assessments and enrollment, e.g. Medicaid, Medicare, etc.
- Identify and pursue educational opportunities to promote professional growth.
- Represent The Urban League of Hampton Roads in the community.
- Maintain confidentiality.
- Provide transportation when needed.
- Other tasks and duties as needed for the organization.

**EDUCATION/PROFESSIONAL QUALIFICATIONS:**

- Bachelor's Degree in the human services field and minimum of three years of relevant prevention experience **OR** Comparable experience needed for the position, at least 3-5 years with references.
- Minimum of three years' work experience within a HIV/AIDS, social service, or equivalent setting.
- Experience working with HIV infected individuals, LGBTQ, and substance abuse populations, and social, ethnic economically diverse and other high-risk populations.
- Bilingual in Spanish preferred

**KNOWLEDGE, SKILLS, AND COMPETENCIES REQUIRED:**

- Must possess excellent skills in interviewing, assessment, service planning, service delivery and program evaluation.
- Knowledge about HIV/AIDS service networks, entitlement programs and other community services preferred.
- Must possess excellent verbal and written communication skills with basic computer abilities.
- Ability to work comfortably with diverse target populations, sensitivity to cultural issues and/or relevant life experience with substance abuse, HIV, Viral Hepatitis, STI's.
- Awareness and sensitivity to cultural differences, varying sexual orientations, and psychosocial issues concerning the AIDS pandemic.
- Ability to determine priorities and multi-task.
- Proficient use of electronic data systems (CAREWare) and Microsoft Office Suite.
- Strong collaborative spirit towards teamwork and professionalism a must.
- Ability to work effectively in a fast-paced environment.
- Strong interpersonal skills.
- Flexibility to adapt to changing environment.
- Skilled in use of de-escalation techniques.

**AGENCY REQUIREMENTS:**

- Consistently meet all grant requirements, goals, and deliverables.
- Quality service delivery to clients and providers as determined by satisfaction surveys and feedback.
- Maintain compliance with agency standards and expectations.
- Must possess and maintain a valid Virginia driver's license and proof of insurance.
- Must have reliable and accessible auto vehicle.