



SAN FRANCISCO
COMMUNITY
HEALTH CENTER

Case Manager - FTR032018

Agency Description

San Francisco Community Health Center (formerly known as API Wellness) is a federally qualified health center that provides culturally competent, high quality medical care, health services, education, and outreach. We transform lives by advancing health, wellness and equality. We strengthen the well-being of and lead under-served communities—of all races, ethnicities, gender identities, sexual orientations, and immigration statuses—toward justice and health. Founded in 1987 as an all-volunteer, community-based response to the AIDS crisis in communities of color, we are an anchor-organization for San Francisco’s Tenderloin neighborhood, and we also lead regional, statewide, and national programming.

We believe that everyone deserves to be healthy and needs access to the highest quality health care.

The Case Manager is responsible for: (1) providing psychosocial assessments, coordinating medical care plans with primary medical and oral health providers, health education, supportive counseling, crisis intervention, benefits advocacy and ADAP enrollment and (2) coordinating services within HIV Care Services as assigned by the Program Manager. Direct client work and interaction will be done both in the field and at the office.

Essential Functions:

- Intake and assessment of new clients
- Case management and advocacy services for clients
- Basic HIV treatment education and advocacy, as well as general health education
- Supportive counseling and developing service goals with clients
- Conduct individual risk reduction counseling sessions
- Provide information and referrals to external services and monitor referral completion
- Complete necessary documentation, UOS reports and treatment plans in a timely manner
- Participate in biweekly case conferences, monthly staff meetings, and in-service training
- Participation in and compliance with agency quality assurance, peer review, clinical consultation
- Work with Care Services Team to identify new clients’ needs and develop programs accordingly
- Supervising volunteers or peer leaders, as assigned
- Perform other duties and tasks as assigned

Minimum Qualifications:

- Bachelor’s degree in a health sciences or social work-related field
- Two years of experience providing counseling, advocacy, education and service coordination and/or outreach work to disenfranchised communities
- Knowledge of HIV /AIDS, STIs, substance use, mental health, social service, and probation system
- Familiarity with HIV/AIDS issues in communities of color

- Knowledge of harm reduction philosophy, client centered counseling, and motivational interviewing techniques
- Must be adaptable, flexible and a team player
- Strong verbal and written proficiency in English
- Experience working with diverse sexual/gender orientations, the homeless, limited English speakers, and/or multiple-diagnosed individuals
- Demonstrated excellence in attendance and reliability, interpersonal, organizational, verbal, and written communication skills
- Familiarity and experience with Microsoft Word and Outlook programs
- Detail-oriented with strong follow-through skills, including attention to and respect for detail

Preferred Qualifications:

- Language fluency in Spanish, Chinese (Mandarin / Cantonese), Tagalog, Vietnamese or Thai

Location:

- San Francisco, CA

Please include both your cover letter and resume when prompted to insert your resume in the database here:

<https://home.eease.com/recruit/?id=15648951>

We offer a comprehensive compensation and benefits package which includes: medical, dental and vision insurance, generous vacation, sick leave and holidays, one-month sabbatical, 403(b) with employer match, flexible work schedule, flex spending account, life insurance, long-term disability, professional development opportunities and more! (Benefits guidelines and eligibility vary based on tenure, employment status and FTE, among other factors.

San Francisco Community Healthcare Center is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. Asian & Pacific Islander Wellness Center does not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.