



Case Manager

The Case Manager role ensures that Hugh Lane Wellness Foundation clients living with HIV/AIDS have access to necessary resources to support engagement in health care services. These resources include: food, housing, food, medical services, behavioral health, drug & alcohol, and legal services. The case manager is responsible for supporting eligible community members and engaging them in service planning, offering education, counseling, and helpful referrals to support engagement in health care, and overall well being. The Case Manager will provide non-medical case management services to eligible clients in Western PA counties, primarily Allegheny, Beaver, Washington, and Westmoreland counties. This is a full time position and will report to the Hugh Lane Wellness Foundation leadership team.

Core Responsibilities

- Work with clients to develop and maintain service coordination plans
- Monitor, evaluate, and record client progress according to measurable goals
- Meet with clients to ensure a high level of support and coordination
- Utilize established and required documentation protocols for clients
- Establish and maintain helpful community resources that will support and meet client needs. Resources include but are not limited to: behavioral health, financial support, job assistance, medical care, benefit programs, legal services and housing
- Assist clients to access resources, including application navigation
- Collaborate, as appropriate, with the clients care team to support improved outcomes
- Create records and utilize established systems to securely manage client data
- Document services provided consistently and accurately
- Complete all required documentation for program outcomes as well as billing
- Create follow-up schedules and assure follow-up meets HLWF guidelines
- Work with HLWF staff to evaluate program outcomes using CQI frameworks
- Support case management and care coordination in alignment with HLWF client needs
- Work collaboratively with the Client Services Coordinator to meet client needs
- Participate in HLWF programming and activities to improve health outcomes
- Share information about program outcomes with stakeholders
- Participate in planning and CQI meetings

The Ideal Candidate will:

- Have an understanding of gender, sexuality and health disparities impacting the HIV/AIDS and LGBTQ+ communities.
- Have an understanding of racism at the systemic and individual level and be able to work toward improving anti-racist practices in all of their work
- Enjoy working with people and identifying solutions
- Be comfortable with outreach and engagement with clients
- Work effectively both individually and as part of a team
- Be trauma informed and employ harm reduction practices
- Enjoy attention to detail and documentation
- Provide Act 33/34 and FBI clearances prior to starting* (paid for by HLWF)

Candidates should email their interest with any supporting documentation, including: resume, previous employment, lived, volunteer or educational experiences to: info@hughlane.org

Hugh Lane Wellness Foundation is an Equal Opportunity Employer and is committed to recruiting, hiring, supporting, and promoting a diverse workforce. We believe that differences at the intersections of identities will lead to a stronger, more innovative team, producing effective results for the communities we serve. We strongly encourage individuals with diverse backgrounds to apply. Salary Range: 38-43k with benefits

*While we are required to obtain clearances upon offer of employment for all staff, involvement with the justice system that disproportionately impacts Black people, People of Color and LGBTQ+ communities is not an automatic reason for disqualification. There are few instances of disqualification, including a person who is registered or required to be registered on a sex offender registry or a person who has been convicted of murder or aggravated assault as outlined in the Pennsylvania Child Welfare Protective Service Law.