



Case Manager

The Case Manager ensures that Hugh Lane clients, particularly those living with HIV, have access to necessary resources and support to engage in essential health care services. These resources include: food, housing, social support, 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 remove barriers to accessing healthcare and improve overall well-being. The Case Manager will provide Ryan White Part B services to eligible clients in Western PA. This is a full-time role with benefits, reporting to the Hugh Lane leadership team.

Core Responsibilities

- Work directly with clients to assess needs and create service coordination plans
- Maintain a robust caseload of clients to meet utilization expectations
- Monitor, evaluate, and record client progress according to their measurable goals
- Meet with clients regularly to ensure a high level of support and coordination
- Utilize established policies and documentation requirements for service provision
- Support outreach and engagement efforts to identify new eligible clients
- Establish and maintain helpful community resources that will meet client needs.
- Assist clients to access resources, including application navigation
- Collaborate, as appropriate, with the clients care team to support improved outcomes
- Create accurate records and utilize established systems to securely manage client data
- Facilitate supplemental services to increase engagement and support goal achievement
- Provide education and psychosocial support with eligible clients to improve outcomes
- Manage access to resources, including food pantry, transportation, and tangible aid
- Create follow-up schedules in alignment with best practice and PA DOH standards
- Work collaboratively with internal and external stakeholders to best meet client needs
- Complete timely reporting to assure program success
- Evaluate program outcomes with established goals and work toward CQI with the team
- Participate in Hugh Lane programming to increase visibility and access to services
- Share information about program outcomes with designated stakeholders
- Attend internal and external meetings relevant to program goals and outcomes

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 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
- Have attention to detail and documentation requirements
- Be open and willing to creatively solve problems
- Flexibility to work in a variety of locations
- Uplift and support our mission of health equity with our LGBTQ+ and HIV communities
- Provide Act 33/34 and FBI clearances prior to starting* (paid for by Hugh Lane)
- Hold a Bachelor's Degree in a human services field

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

Hugh Lane 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: 44-47k 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.