



APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at [aplahealth.org](http://aplahealth.org).

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***APLA Health is currently seeking a Director of Case Management to join our Baldwin Hills team! We offer great benefits, competitive pay, and great working environment!***

*We offer:*

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *10 Paid Holidays*
- *3 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched 403b Retirement Plan*

***This is a great opportunity to make a difference!***

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## ***Director of Case Management (90016)***

### **POSITION SUMMARY:**

Under the direction of the Nursing Director, supervises the Medical Care Coordination teams and Home Health Programs, at APLA Health, an established adult primary care and HIV/STD Clinic that is a Federally Qualified Health Center.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Works in collaboration with the Nursing Director, Medical Director, Quality Department, Chief Operating Officer and Clinic Directors to develop, establish, and implement clinical protocols related to the Medical Care Coordination (MCC) and home health programs. The MCC program is a Los Angeles County funded program to provide case management services for persons living with HIV. The Home Health Program is a program funded by MediCal and Los Angeles County to provide home based case management to persons living with HIV.
- Responsible for the recruitment, orientation and training of new staff in the MCC and home health programs.
- Directly supervises the MCC teams at each medical clinic, which each consist of 4 staff: one RN, one social worker, one patient retention specialist and one medical case worker. Directly supervises the Home Health Administrator, who is the direct supervisor of the home health program, consisting of several home health teams, each consisting of one nurse and one social worker.
- Provides administrative oversight and guidance within social work scope of practice for the MCC and home health staff.
- Ensures on-going training and education needs of the MCC and Home health staff are met.
- May be asked to provide guidance and advice to the medical social worker(s) for non-HIV positive patients.
- Monitors compliance with MCC and Home Health policies, regulatory requirements and contract operating guidelines.
- Serves as a resource for the MCC and Home Health teams to ensure compliance with regulatory authorities and contracts.
- Ensures consistency among the medical clinics in terms of case management processes and protocols.
- In conjunction with the Nursing Director, Medical Director and Quality Director, provides oversight of the quality assurance program related to MCC and Home Health, and provides corrective measures as needed.
- In collaboration with the Quality, Compliance, Risk Management and UM Department and the clinic leadership at each site, ensures compliance with OSHA, local, state and federal regulations.
- Is informed in detail on the functioning and processes of the MCC and Home Health programs.
- Assures the integrity of electronic medical records in accordance with state and federal laws governing the creation, retention, and destruction of medical records related to client care.
- Serves as liaison with program monitors; facilitates site visits and program audits, for all MCC and Home Health sites.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

**REQUIREMENTS:**

Training and Experience:

Possession of the following required: Master's Degree in Social Work, Public Health, Human Services or related field from an accredited college or university; Must possess current Basic Cardiac Life Support (BCLS). Must have at least two years clinical experience as a manager of a case management program. Experience in the LA County Medical Care Coordination (MCC) program or similar program is required. Demonstrated ability to perform assigned responsibilities with minimum supervision; to maintain quality control standards; to interpret, adapt and apply guidelines and procedures. Strong verbal and interpersonal skills. Ability to develop and maintain cooperative relationships with staff members, patients and clinicians and work as a member of a multi-disciplinary team. Demonstrated ability to follow set routines and be alert to variations and make decisions accordingly.

Progressively responsible experience performing management, coordination, planning and evaluation; knowledge of the pathogenesis, transmission, treatment, epidemiology, and prevention of HIV is preferred; sensitivity to racially, ethnically, culturally and sexually diverse populations; excellent oral and written communication skills; and knowledge of Microsoft Office. Experience with electronic medical records is preferred. Experience in a Federally Qualified Health Center is preferred.

Knowledge of:

Basic knowledge of local, state and federal regulations relating to care of patients in a clinic setting; and prior experience with county, state and federal programs such as CHDP, FPACT, EWC, Medi-Cal, Managed Care, and Title 22 is preferred. Ability to maintain organized and accurate records. Skill in identifying problems and recommending solutions in a clear, concise and proactive manner, including recognition and resolution of costly errors. The flexibility to deal effectively with changes in work schedules. Demonstrated ability to set priorities and organize work responsibilities to ensure completion of assigned tasks within agreed upon time span. Knowledge of common safety hazards and precautions sufficient to establish a safe work environment.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

**SPECIAL REQUIREMENTS:**

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.

An Equal Opportunity Employer: minority, female, disability, veteran.

**To Apply:**

Visit our website at [www.aplahealth.org](http://www.aplahealth.org) to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=46842&clientkey=A5559163F67395E0A2585D2135F98806>