



**Position:** Senior Manager of Psychosocial Case Management  
**Department:** Health Services  
**Reports to:** Director of Case Management  
**Compensation:** DOE  
**Status:** 100%, Full-Time, Regular, Exempt  
**Probation:** 180 days  
**Benefits:** Medical, Dental, Vision; also including Life Insurance, Long-Term Disability, Employee Assistance Program, and a 403(b) Retirement Plan

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### **Center's Mission:**

Building a world where LGBT people thrive as healthy, equal, and complete members of society.

**DEPARTMENT SUMMARY:** The Los Angeles LGBT Center's Department of Health Services is one of the nation's largest and most experienced providers of LGBTQ-specialized primary care and related services. Our mission to help LGBTQ people lead healthier, happier lives is supported by our comprehensive array of client-centered services including primary care, mental health, psychiatry, sexual health, pharmacy, case management, nutrition, clinical research, housing services and a food pantry. The Center is one of a handful of Federally Qualified Health Centers in the nation specializing in serving LGBTQ people.

**JOB SUMMARY:** Under the supervision of the Director of Case Management Services, the Senior (Sr.) Manager of Psychosocial Case Management Services provides direct supervision and oversight of the Medical Social Workers, Clinical Psychosocial Case Manager, Manager of Integrated Care, and the Manager of Housing Case Management. The Sr. Manager of Psychosocial Case Management Services is responsible for ensuring program management with the collaboration of other program managers for the Medical Care Coordination (MCC) Program, the Integrated Clinic Program (ICP), Housing Programs and other psychosocial and legal services in Health Services (HS). Additional duties include oversight of staff who develop and implement care plans, provide outreach, ensure clients can access available services, as well as operate with-in industry standards and meet all contractual requirements and guidelines.

### **ESSENTIAL FUNCTIONS:**

- 1) Program Planning and Management
  - a. Provides overall direction and guidance for Psychosocial Case Management Services in HS;
  - b. Works closely with the Director of Case Management Services, Director of Nursing, Medical Director, Medical Providers and other HS Managers, as appropriate, to ensure that Psychosocial Case Management Services meet patient care and regulatory requirements;
  - c. Actively participates in HS Committees and activities;
- 2) Staff Development and Management
  - a. Responsible for all human resources functions for Psychosocial Case Management staff including hiring, terminating, and disciplinary action; maintains appropriate documentation and ensures compliance with all Los Angeles LGBT Center (Center) policies and requirements;
  - b. Ensures that staffing levels and coverage are adequate to meet patient care and regulatory requirements;
  - c. Maintains systems to provide regular feedback and evaluation for employees;
  - d. Works closely with supervisors and other HS Managers to maintain a positive patient care atmosphere in clinic;
  - e. Develops and implements staff training and development programs to meet continuing education and contractual requirements to further increase knowledge of psychosocial care and case management while working in a team environment;
- 3) Quality Management
  - a. Provides Quality Management direction and oversight for Psychosocial Case Management activities in all HS divisions and other Center areas as appropriate;
  - b. Actively participates in Quality Management Committee (QMC) and ensures that regular monitors are conducted and reported on;
  - c. Leads and/or participates in various special projects teams to address areas of concern;
- 4) Clinical Compliance
  - a. Maintains current Policy & Procedure (P&P) for Psychosocial Case Management services and ensures that they comply with all regulatory and contract requirements;
  - b. Actively participates in the Nursing Unit Level P&P Committee;
  - c. Conducts regular meetings with staff to ensure full understanding and buy-in for all P&P;

- d. Participates as needed in all program, licensure and other external audits and in the preparation of Plans of Corrective Action (POCA);
- 5) Miscellaneous
- a. Direct patient care;
  - b. First response to crisis counseling for JGC;
  - c. Participates in Center and HS meetings as required;
  - d. Other duties as assigned;

**JOB QUALIFICATIONS AND EXPERIENCE:**

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) Master's degree in social work;
- 4) Licensed as a LCSW, two years post licensure, a plus;
- 5) Minimum of three years experience in direct patient care, preferably in an ambulatory care setting;
- 6) Minimum of two years experience in Case Management;
- 7) Minimum of two years increasingly responsible management, experience preferably in out-patient setting;
- 8) Basic knowledge of HIV/AIDS, other infectious diseases and state/ federal reporting requirements;
- 9) Excellent verbal and written communication skills, including strong organizational, detail and interpersonal skills;
- 10) Computer skills and knowledge of word processing , spreadsheets, and other software systems;
- 11) Knowledge of budget processes, quality improvement, distribution reports, DHSP, HRSA, FQHC, and PCMH standards, state and federal laws, rules and regulations;
- 12) Bilingual skills, a plus (English/Spanish fluency preferred);
- 13) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration status, and physical abilities in a multicultural environment.

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**E-mail cover letter and resume as an attachment to [jobs@lalgbtcenter.org](mailto:jobs@lalgbtcenter.org) website: [www.lalgbtcenter.org](http://www.lalgbtcenter.org)  
Or submit cover letter with application/resume to:  
**Los Angeles LGBT Center, Human Resources Dept., 1118 McCadden Place, Los Angeles, CA 90038****

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.