



**Position:** Medical Social Worker - Integrated Clinic Program Case Management (ICP) #710263  
**Program:** Nursing – Case Management  
**Department:** Health Services  
**Reports to:** Manager of Integrated Care  
**Compensation:** \$70,500 Annually  
**Status:** 100%, Full-Time, Exempt, Union  
**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:** As the nation's largest and most experienced provider of LGBTQ medical and mental health services, we help LGBTQ people lead healthier, happier lives, by keeping their minds and body well. All services are free or low cost. We're also one of the few Federally Qualified Health Centers in the nation with providers who specialize in primary care for LGBTQ people and with a research team working to advance the care and treatment of people in our community.

**JOB SUMMARY:** Under the direct supervision of the Manager of Integrated Care, the Medical Social Worker (MSW) will be responsible for providing psychosocial care management services and the development of resources for case management clients. The primary focus of the MSW is to develop, implement, track, and supervise components of the psychosocial care plan. The MSW will work with the Integrated Clinic Program team to provide a multidisciplinary integrated approach to care and wellness.

#### **ESSENTIAL FUNCTIONS:**

- 1) Serve as part of a multidisciplinary care team to provide case management and patient care services;
- 2) Provide brief mental health interventions for chronic diseases including motivational interviewing, crisis assessment and intervention, suicide risk assessment and intervention;
- 3) Utilize training and experience to conduct comprehensive psychosocial assessments including history of trauma, attachment styles, substance abuse, cognitive functioning, and activities of daily living;
- 4) Oversee all psychosocial aspects of clients' treatment in Integrated Clinic Program;
- 5) Meet clients in the field to support and provide needed social services and address social determinates of health;
- 6) Provide appropriate information on benefits, social services, and referrals while serving as an advocate;
- 7) Provide consultation utilizing mental health expertise on multi-disciplinary ICP treatment teams;
- 8) Autonomously develop comprehensive care plans for clients and utilize training in motivational and behavioral intervention to provide support and guidance in the implementation of care plans which may include health-related behavior, housing, benefits, transportation, food/groceries, and other social services as needed;
- 9) Independently identify patient needs, strengths, and readiness to change;
- 10) Streamline care coordination to improve patients' access to services including medical, mental health, and substance abuse programs;
- 11) Promote linkage to and retention in medical, mental health, and substance abuse treatment;
- 12) Identify and address barriers to treatment adherence and risk reduction to help improve health outcomes;
- 13) Conduct follow-up activities to ensure clients receive appropriate support for referred services and ongoing needs;
- 14) Act as liaison between clients and LA LGBT Center services/programs, and other community agencies/programs;
- 15) Coordinate necessary documents for public and private assistance programs;
- 16) Oversee the transportation needs for ICP clients within the ICP program;
- 17) Provide referral and linkage to partner services, e.g., domestic violence, medical services, HIV testing;
- 18) Make appropriate referrals to ancillary team members, i.e., Housing Case Management Staff, Nutritionist, Pharmacist, etc.;
- 19) Present clients in weekly case conferences;
- 20) Consult with staff on service coordination and service plans for clients referred to ICP program;
- 21) Maintain complete and accurate files documenting all care and services provided in the client's health record and all other required documentation methods;
- 22) Interact in a professional manner with health services staff and patients;
- 23) Exercise appropriate judgment and decision-making skills;
- 24) Use standard office machinery including personal computers and printers in performance of duties;
- 25) Assist in data auditing tasks, prepare reports as required, and submit in a timely manner;
- 26) Participate in staff meetings, agency meetings, planning meetings, and other meetings as needed;
- 27) Comply with requirements of OSHA, HIPAA, and other applicable regulations;
- 28) 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) Current AHA CPR certification;
- 4) Minimum 1 year experience, 3 years preferred, providing direct psychosocial client services;
- 5) A Master's degree in Social Work, Counseling, Psychology, and/or Marriage and Family Counseling required;
- 6) Demonstrates knowledge of effects of psychosocial needs, trauma history, and cognitive/behavioral/motivational functioning on health-related behavior and exhibits ability to intervene appropriately and effectively;
- 7) Understanding of the global effect of HIV/AIDS on the person, their family members, and significant others;
- 8) Excellent verbal and written communication skills, including strong organizational, detail, and interpersonal skills;
- 9) Excellent Computer skills and knowledge of Microsoft Office, word processing, Electronic Health Records, and other software systems;
- 10) Ability to be self-motivated and dedicated to initiating and completing complex tasks;
- 11) Ability to handle multiple tasks, be detailed oriented, and maintain strict confidentiality of medical information;
- 12) Able to work well independently with minimum supervision;
- 13) Bilingual skills, a plus (English/Spanish fluency preferred);
- 14) 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@lgbtcenter.org](mailto:jobs@lgbtcenter.org) website: [www.lgbtcenter.org](http://www.lgbtcenter.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.

**The Center has implemented a policy requiring all staff to be fully vaccinated against COVID-19 as a condition of employment, subject to applicable federal, state and local laws. For more information, please contact [tyamato@lgbtcenter.org](mailto:tyamato@lgbtcenter.org)**