



Department: Case Management
Job Title: Case Manager
Reporting to: Assistant Director of Case Management
FLSA Status: Non-Exempt
Date Prepared: 10/24/18

Job Summary: Case Manager

JASMYN supports and empowers LGBTQ young people by creating safe space, providing health and wholeness services, and offering youth development opportunities, while bringing people and resources together to promote equality and human rights. We are seeking to hire an experienced case manager, to work primarily with HIV-positive youth ages 13-29 years old. JASMYN case managers support HIV-positive youth navigating the system of care, while monitoring health outcomes and providing additional safety net services.

Essential Duties and Responsibilities:

Duties:

- Conduct rapid HIV testing, including pre- and post-test counseling
- Link HIV positive clients to medical care and all other appropriate services
- Support HIV positive clients in treatment retention and adherence
- Provide risk reduction counseling to all program participants
- Psychosocial assessment and service planning
- Crisis intervention, suicide intervention, and prevention
- Advocacy, resource brokerage, referral, linkage and follow-up
- Accompany youth to resource meetings and doctor appointments; Provide and/or coordinate transportation services as needed
- Coordinate services with other case managers and medical and social service providers when and as appropriate
- Document and report all services according to all requirements in a timely manner
- Participate in all meetings and trainings as required
- Ensure participant confidentiality at all times
- Participate as a member of the JASMYN staff and service team supporting JASMYN programs and services for high risk youth, including group facilitation, outreach and enrollment, drop in center and clinic staffing
- Work JASMYN sexual health clinic, Drop-In Center and other youth development programming.
- Support youth leadership, health education, and HIV prevention activities in the JASMYN drop in center
- Proficient in Microsoft Office, particularly Excel.
- Other duties as assigned

The above cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.



Education and Experience Requirements:

- Master's degree in Social Work preferred or a related field such as Mental Health Counseling or Public Health.
- BA in Social work or a related field such as public health, social welfare or psychology from an accredited university acceptable, with a minimum of three years of youth case management or similar experience.
- Ability to relate to teens and young adults in an accepting, positive and healthy manner; Demonstrated experience in positive youth development.
- Familiarity and sensitivity in dealing with the unique needs of LGBTQ youth.
- Experience and/or knowledge with HIV prevention, testing and treatment services
- Ability to work with a diverse staff and excel in a multi-cultural environment.
- Ability to effectively deliver strength-based, trauma-informed, and harm reduction services.
- Ability to coordinate multiple responsibilities and prepare regular reports
- Ability to develop and lead group and individual sessions with youth that have multiple needs.
- Strong assessment skills and ability to document and prioritize needs; Ability to facilitate case planning, resource brokerage and referral
- Certified in HIV testing and counseling preferred. Training in evidence-based interventions for HIV positive youth is a plus!
- Current FL driver's license and clean driving record; Must pass criminal background checks

Knowledge/Skills/Abilities:

- **Cultural Competency** – understand basic concepts around HIV and AIDS and knowledge around the challenges and barriers high risk LGBTQ youth face
- **Customer Service** – able to personally provide high level of interactive service to targeted customer base/market, building relationships and acting as external organization advocate
- **Team Orientation & Interpersonal** – must be a highly motivated, passionate, and creative team-player with ability to develop and maintain collaborative relationships with all levels within and external to the organization
- **Communication** – able to effectively and persuasively express self verbally and in writing, using correct language and grammar in a professional, diplomatic and tactful manner
- **Organization & Time Management** – able to work independently with minimal supervision while planning, scheduling and organizing professional schedule to complete actions within established deadlines; able to handling multiple priorities with strong attention to detail
- **Systems & Software** – proficient in the use of Microsoft Office software applications

How to Apply:

- Full-time position (40 hours per week)
- JASMYN offers excellent benefits including health insurance, IRA retirement plan, paid holidays, and generous leave policy. Salary is commensurate with experience.
- **Application Procedure: Interested applicants must submit a cover letter that details relevant experience related to job responsibilities, salary requirements, and a detailed resume with at least three references. Please send cover letter and resume to apply@jasmyn.org. Candidates chosen for interview will be contacted. We will be unable to take any inquiries related to posting or hiring details.**