

# **IRIS HOUSE, INC.**

## **POSITION DESCRIPTION**

Position Title: **HOPWA Case Manager**

FLSA Status: Non-exempt

Incumbent: Vacant

Department: Supportive Housing Program

Reports To: Program Manager

Date: December 20, 2023

Location: West Side Headquarters

Salary: \$50,000

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### **POSITION DESCRIPTION**

Under the direction of the Program Manager, the Housing Opportunities for People with AIDS (HOPWA) Case Manager is accountable for providing intensive case management and crisis intervention services for those affected by HIV/AIDS. The Case Manager is responsible for ensuring compliance with contract services and ensure all clients are engaged in health care and additional services based on client need.

### **ESSENTIAL JOB FUNCTIONS**

1. Maintains a full-time caseload of up to 25 single individuals.
2. Conducts at least one monthly home visit to the clients who reside throughout New York City to provide services.
3. Completes all required paperwork by established deadlines. Paperwork includes progress notes, quarterly service plans, assessments and reassessments, home visit documentation, apartment inspection forms and all other documentation as assigned, using the eCOMPAS database.
4. Case Manager will work with client to produce a service plan quarterly with well-developed goals and progress markers and will utilize motivational interviewing and other evidenced-base practices to engage the client. As well as recovery oriented and trauma informed case management interventions based on client and community needs.
5. Assist and encourage client to maintain their housing by monitoring and collecting monthly rent payments.
6. Monitors clients to assess their progress towards meeting their service plan goals, to offer support and guidance when needed and to assist the client in meeting their desired goals. Promotes clients' compliance with their medical appointments, medications and monitor possible side effects of the medication.
7. Provide escorts to health care providers, entitlement resources, housing management resources and other providers as assigned.
7. Collaborates with other agencies and community resources to refer clients for treatment and/or appropriate services when those services are not available at Iris House. Collaborates with other Iris House departments to ensure that services are fully integrated and that services are not duplicated.
8. Attends and participates in team meetings and/or case conferences; meets with the director for supervision.
9. Participates in creating and maintaining a workplace that values diversity and is free of racism, sexism, heterosexism and other discriminatory practices.

10. Keeps abreast of the latest development in relevant case management issues and concerns by conducting research on, reading available written resource materials, attending appropriate meetings and workshops and engaging in other useful methods to maintain up-to-date awareness of practices that can improve client well-being and programmatic outcomes.

### **OTHER POSITION FUNCTIONS**

1. Shares on-call status with other case management staff members.
2. Demonstrates teamwork and open communication.
3. Performs other related duties as assigned.

### **POSITION REQUIREMENTS**

Education: Bachelors degree in Human Services or a related field.

Experience: Two (2) or more years of case management experience.

Other Requirements: Excellent written and oral communications skills.

A problem solver and self-starter who demonstrates the ability to think fast on their feet; a team player; able to multi-task; attentive to detail.

Strong computer skills including experience with MS Office applications, using the Internet and database management.

Bilingual (Spanish/English) preferred.

### **CONTACTS**

Internal: Frequent contact with Iris House clients and department staff members; occasional contact with visitors.

External: Frequent contact with contract provider. Occasional to frequent contact with community based organizations, medical providers and/or other agencies.

**Interested and qualified candidates please email a cover letter and resume to the Harry Gibbs, Sr. Director of Housing Services, at [Hgibbs@irishouse.org](mailto:Hgibbs@irishouse.org)**