



GOLDEN RULE SERVICES

4433 Florin Road, Suite 860, Sacramento, CA 95823
(916) 427-4653

POSITION: Non-Medical Case Manager

I. Introduction

This employee will work 40 hours per week as assigned to provide ongoing case management for a set of assigned clients, including preparing and continually updating individualized client care plans. The office is located at 4433 Florin Road, Suite 860, Sacramento, CA and the job involves travel throughout the Sacramento region, including online and street outreach work. This worker will be assigned to working on the combined outreach activities of all Golden Rule Services programs.

The job requires travel and direct work with clients who may use drugs, have a mental illness or other chronic difficulties, including counseling and transportation. The job requires a background search for criminal arrests and convictions. A criminal record does not necessarily disqualify an applicant, each case will be considered on its own merits. A safe driving record is a must.

The job responsibilities include lifting, cleaning, walking up to a mile several times a day, climbing stairs and being comfortable in street settings throughout the community where the program's clients may live. This staff person may drive a recreational vehicle to and from sites around the area and perform fueling and routine minor maintenance for the vehicle. This employee may also be asked to use their own vehicle for travel.

Duties will include referrals to other services in the community. The staff person will also distribute sterile syringes and collected used ones for disposal where appropriate. Gloves, sharps containers and sanitary products will be provided for this purpose. This employee must have a valid CA driver's license and current insurance and registration for their personal vehicle. Travel may require the use of the employee's vehicle, and mileage costs will be reimbursed.

Golden Rule Services is an Equal Opportunity Employer that follows all required guidelines for fairness and non-discrimination in employment.

II. Job Description

This employee will collect, analyze, and prioritize information that identifies client(s) needs, resources, and purposes in developing a personal care plan. The personal care plan will outline interventions and services that will allow the client(s) to overcome barriers and fulfill their needs and identifies strategies and action plans for implementing those interventions and accessing needed services. This may include HIV treatment, health information, education, referrals, risk reduction interventions, condom distribution, STD awareness, testing and treatment, and other social service referrals.

This employee will conduct outreach (traditional/face-to-face in the community and internet-based) to priority populations including African American/LatinX individuals, LGBTQIA+, and people who inject drugs in Sacramento County, as well as their sexual partners regardless of race and ethnicity.



1. Responsibilities

The employee will perform all of the following tasks:

- Offer accurate and current information to their client
- Conduct face-to-face intake process with client(s) which includes:
 - provide future service delivery and assist in decision-making regarding immediate needs.
 - screen service request for basic admission criteria and assesses whether the client is in a crisis situation and/or requires immediate direct service referral.
 - offer opinion and direction when it is asked for, or when to withhold if it would place the client or someone else at risk for harm
 - create a Care Plan that addresses basic living needs, medical treatment and compliance issues, and other appropriate social service needs in coordination with the client(s)
 - review and mutually agree (with the client) to all goals and objectives outlined in the Care Plan
- Identify and assist individuals newly diagnosed with HIV into HIV medical care (Linkage to Care/LTC). Identify and assist individual who are HIV negative into prevention services.
- Support and problem solve, and to not judge the client(s) in the present or future based upon their decision(s) of the past
- Assist individuals newly diagnosed with HIV in notifying their sexual and/or needle sharing partners of possible exposure to HIV (Partner Services).
- Promote communication and collaboration between the clients and all persons involved in the client's care
- Educate the client on available resources and assist them in accessing those resources. Referral agencies shall be assessed with the appropriateness to the client(s) situation, lifestyle, and needs. Any referrals made shall be appropriately documented in the client record.
- Update client files two or more times during the measurement year, unless the client-initiated services within six months prior to the end of the measurement year. This includes documenting the client's HIV medical visits during the measurement year.
- Conduct client reassessments at a minimum of every six months. The reassessment will be used to identify current referral agency eligibility, resolved issues, unresolved issues, and emerging need as compared to the prior assessment, and will guide appropriate revisions in the Care Plan, and make careful informed decisions.
- Communicate effectively with clients for appointments and follow-up on referrals through culturally competent and trauma-informed approaches.
- Assist client(s) in facilitating access to services when needed and/or provide advocacy assistance to help problem solve as necessary when barriers impede access. And ensure timely follow-up of all referrals to ensure that services are being received.
- Adhere to strict procedures of confidentiality, the release of information and data security.
- Attend all assigned staff and team meetings and participate appropriately in the planning and review of project activities.

2. Qualifications

The minimum education and/or experience requirements for case managers should be:



- Bachelor's Degree (*preferred*)
- Related experience for a period of 2 years of full-time employment (*or equivalent*), regardless of academic preparation.
- All Case Managers must complete training on the HIV Health Services Planning Council's approved Service Standards within 30 days of beginning employment. This does not preclude an employer's (contracted Ryan White provider) ability to provide other training to the Case Manager, as it deems appropriate and necessary.
- Attendance at ongoing Case Management training opportunities organized by the Fiscal Agent and others as appropriate.
- Experience and knowledge of the culture and environmental issues significant to:
 - people of color
 - immigrants
 - high-risk youth
 - low-income families
 - injectors and other high-risk drug users
 - individuals involved with the criminal justice system
 - homeless and under-housed
 - people with chronic severe illness
 - mental health patients
- Experience and knowledge involving community services, eligibility work, referral development, and client advocacy.
- Effective communication ability in Spanish (*preferred*)
- Computer skills using Microsoft software applications (*e.g. Word, Excel, Outlook, PowerPoint, social media apps*).
- Skills in data-entry & file organization.
- Excellent written and verbal communication skills
- Organizational abilities, critical thinking skills, and logic and analytical ability.
- Ability to work hands-on with limited resources, independently or in a team setting.
- A valid driver's license with a dependable vehicle with current automobile insurance, registration, and a clean driving record.

3. Compensation

The hourly wage for this position is commensurate with one's employment and educational experience.

III. How to Apply

People of Color and LGBTQIA+ are strongly encouraged to apply. All qualified applicants are encouraged to email a cover letter and their current that reflects any relevant experiences and skills to clarmundos4grs@aol.com.

Please type "Application: [Insert Job Title]" under the Subject. Once this information is received, candidates will meet with Clarmundo Sullivan, CEO, and founder of GRS, for a preliminary interview to discuss available opportunities and answer any questions. If you should have any questions, please feel free to contact Mr. Sullivan at (916) 427-4653.