

## **SOUTHERN ARIZONA AIDS FOUNDATION**

### Care Services Manager

#### Job Description

Scope of Work: The Care Services Manager, in coordination with the Associate Director of Care Services, provides day-to-day oversight and supervision of Non-Medical Case Managers, Medical Case Managers, Linkage Liaison and Case Management Coordinators for SAAF's Care Services Department. The Care Services Manager is a full-time, exempt position that requires a flexible schedule that may include some evenings, weekends, and holidays.

#### Functional Responsibilities:

- Responsible for hiring, training, and supervising the Case Manager team, in coordination with the Associate Director of Care Services.
- Responsible for day-to-day program implementation and coordination of case management services.
- Works with the Case Management Team to address and coordinate day-to-day client issues for client's not in service or at risk for leaving service. Works with Associate Director of Care Services to address client crisis and/or high-level clinical issues.
- Works with housing placement team to manage client participation in housing programs
- Coordinates with the Associate Director of Care Services to develop training policies and procedures for Medical Case Managers and Non-Medical Case Managers. Assures availability of internal and external training opportunities.
- Attends and participates in appropriate meetings with current and potential collaborating agencies and funding sources as required.
- In collaboration with the Associate Director of Care Services identifies and addresses case management needs within the client database system.
- In coordination with the Quality Management Coordinator, conducts reviews of client assessments, self-sufficiency matrix, acuity scale, action plans, and discharge summaries. Provides oversight to maintenance and disposition of client records.
- Coordinates regular collaborative client staffing in-house and with community service providers.
- Participates in the Pima County HIV/AIDS Consortium, El Rio Consumer Advisory Group, and other local planning and/or coordination meetings as appropriate.
- Coordinates with the Prevention Services team to facilitate client referrals to Prevention for Positives programming and other prevention services for clients.
- Serves as a member of managers' team to provide direction for department and agency services.
- Provides direct services to clients and their families as needed.

- Performs other duties as assigned.
- Reports to the Associate Director of Care Services.

**Minimum Qualifications:**

- A minimum of 4 years' experience in social service settings, case management, or related field.
- Supervisory/management experience, both with paid staff and volunteers.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills; sensitivity to cultural and personal diversity.
- Team oriented/collaborative management style.
- Appropriate fingerprint clearance through the Arizona Department of Public Safety (paid for by SAAF if not current).
- Access to reliable vehicle, a valid Arizona driver's license and a driving record that will be supported by SAAF's liability insurance provider.

**Preferred Qualifications:**

- Good knowledge of HIV/AIDS issues.
- Experience working with homeless, substance abuse, and mental health issues.
- Experience working with Tucson social service community.
- Strong organizational skills.
- Capable of problem solving and working independently.
- Competency in Microsoft Office applications and knowledge of database systems.
- Bilingual (English/Spanish).

**Compensation:** Salary range of \$43,114 to \$52,815, DOE; benefits include health, dental, and life insurance; 401(k) with matching, long- and short-term disability insurance. 13 paid holidays per year, 4 weeks of PTO per year to start in addition to 40 hours of sick leave. Access to SAAF Health Clinic for primary care needs.

**To Apply:** Submit letter of interest, resume with dates of employment, and names, addresses, and phone numbers of three professional references to the Director of People and Culture, Southern Arizona AIDS Foundation, 375 S. Euclid Ave., Tucson, AZ, 85719, e-mail to [hr@saaf.org](mailto:hr@saaf.org) or visit [www.saaf.org](http://www.saaf.org). Open until filled.

**Affirmative Action:** The Southern Arizona AIDS Foundation is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

People who have used drugs, current or former sex workers, people of color, women, members of the LGBTQIA communities, those who have experienced housing insecurity, people who have received harm reduction services, and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.