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**AIDS Project Los Angeles (APLA), one of the largest non-profit AIDS service organizations in the United States, provides bilingual direct services, prevention education and leadership on HIV/AIDS-related policy and legislation.**

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## **CASE MANAGER – ANTELOPE VALLEY HOPE SERVICES**

### **DIVISION: CLIENT SERVICES**

#### **OBJECTIVE:**

Provide ongoing case management for assigned client caseload; assist in developing, implementing and monitoring an Individual Service Plan tailored specifically to each client's needs; provide information and assistance to clients in obtaining services offered by APLA and other community resources.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Maintain assigned caseload and assess client needs such as health care, psychological, housing, financial, social support, etc.

Obtain pertinent information from family members, significant others as it relates to client care.

Assure client confidentiality as defined by APLA policy and procedures.

Contact appropriate professionals to assist in the determination of need and/or eligibility for services.

Complete full comprehensive assessments and reassessments.

Assist clients in developing an appropriate Individual Service Plan aimed toward meeting their individual needs.

Maintain and update all client records and progress note all interactions via the computer Case Watch System.

Conduct follow-up activities necessary to assist clients in the implementation and modification of their Individual Service Plans.

Assist in linking clients to APLA services/programs and other community agencies/programs.

Advocate for needed services on behalf of clients.

Monitor referrals and follow-up on those requiring additional advocacy.

Maintain regular contact with clients to facilitate ongoing case management.



Participate in client conferencing when indicated.

Prepare documents and/or reports as it relates to the requirements of various funding sources.

Attend regularly scheduled staff meetings to review and evaluate program services, and make recommendations.

Attend regularly scheduled in-services, as well as outside conferences, workshops, etc. to become updated on the latest referrals and information necessary to respond to client needs.

Provide written and statistical reports as needed.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

**REQUIREMENTS:**

Training and Experience:

A bachelor's degree in a human services area; or a high school diploma (or GED equivalent) and have at least three (3) years' experience working as an HIV Case Manager, or worked at least three (3) years within a related field of health services. Experience in a nonprofit environment preferred; specific training/experience with HIV/AIDS-related issues preferred. Specialized training/experience working with homeless, mentally ill and substance-abusing clients.

Knowledge of:

Interviewing and crisis-management techniques; psychosocial and mental health factors affecting quality of life; data management; HIV/AIDS-related issues; general computer knowledge; community resources; APLA programs and services; basic social work skills.

Ability to:

Respond effectively to crisis and stressful situations; interview and assess needs of clients; develop Individual Service Plans aimed toward resolving client needs; communicate effectively, both written and verbally; work well under pressure; coordinate multiple tasks; learn specific systems quickly and thoroughly; communicate effectively with a diverse population; identify and update community resources; proofread, edit and format written materials; operate standard office equipment; perform word processing and data entry tasks on a personal computer; meet reasonable deadlines; type at a corrected rate of 40 words per minute.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily a sedentary office position which requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing and revising text and graphics on the computer terminal and on paper. Involves extensive communication via telephone.



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**SPECIAL REQUIREMENTS:**

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work-related purposes.

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**To apply, send resumes to:**

**AIDS Project Los Angeles  
Attn: Human Resources  
611 S. Kingsley Dr.  
Los Angeles, CA 90005**

**Fax: (213) 201-1595**

**Email: [jobs@apla.org](mailto:jobs@apla.org)**

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