

HIV / Aids Community Case Manager

Reporting to the Specialized Services Manager directly, the HIV/Aids Community Case Manager is responsible to provide case management services within the integrated HIV system of care for women from the DTES who are living with HIV. She will promote and maintain connection with women to positively enhance their overall well-being and physical health. She will work from a feminist perspective and within an anti-oppression framework.

Primary Responsibilities

Case Management: Ensuring low barrier access, the Community Case Manager will engage with women as needs or issues arise that require care coordination or advocacy, providing case management services within an integrated HIV system of care. She will assess women's needs to address health status, financial issues, legal issues, housing status, transportation, social supports, nutritional health and/or mental health/addictions

Her responsibilities include supporting women through a referral process to internal and external services such as food security, income assistance, transportation, or immigration ensuring a successful transfer of service. She will refer women who have significant barriers in engaging or adhering to their care plan to the Clinical Case Management Team (STOP Team).

Education and Programming: The Community Case Manager will maintain knowledge of eligibility criteria, application processes and appeal procedures for government and community programs/services. Facilitation of programs such as a community kitchen for those living with HIV/Aids.

Administration: Undertakes necessary documentation for women's files as well as ensures reports accurately reflect contract requirement using documentation tools provided.

Required Qualifications:

- Minimum 5 years related experience working with low-income women, at least 2 years in a women serving or inner-city drop-in environment
- Must have a strong working knowledge and analysis of the issues impacting women in the dtes, including violence against women, HIV/Aids, mental health, homelessness, and addictions
- Candidate must work from strong feminist analysis and within an anti-oppression framework
- Knowledge of HIV/Aids, STIs including the related social, political and care issues and the impact on the community
- Direct experience and knowledge of harm reduction
- Understanding of and practices a trauma-informed care response when working with women
- Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- Demonstrated administrative skills, including report writing
- Demonstrated computer and IT aptitude
- Experience providing outreach, accompaniment and advocacy

- Skilled in program facilitation and development as well as working in partnerships with allied service providers
- Strong conflict resolution skills and practice
- Demonstrated crises intervention training and experience
- Experience providing assisted referral as well as familiarity with support services, agencies and community resources in the Downtown Eastside
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and Centre members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid certificate is required
- NVCI required
- Candidate must undergo a criminal record check
- Women with addiction issues need to be at least 2 years clean and sober

Reports to the Specialized Services Manager