



Position Title: Case Management Officer

Reports to: District Program Lead
Employment Type: Full-time
Job Location: Mwanza
Travel: Up to 70% in the intervention districts

Position Summary:

The Case Management Officer (CMO) ensures client-centered services are provided to all people living with HIV (PLHIV) with fidelity. The CMO is responsible for facilitating the continuity of services and establishing networks for supportive services such as psychosocial counseling, legal services, economic strengthening, and PLHIV support groups. S/he will ensure client feedback is routinely collected and analyzed and information is used to make timely decisions for the benefit of the clients. The CMO will work with other ICAP staff to improve patient literacy, medication adherence, and care retention including differentiated service delivery (DSD) approaches. S/he will work with the facility providers to ensure accurate recording and regularly update clients' demographics and treatment supporters' information for easy tracking and follow-up.

Roles and Responsibilities:

- Work with the facility providers to navigate patients, families, and caregivers through the comprehensive care and treatment journey
- Provide TA to facility providers and expert clients to attain the optimum level of wellness among PLHIVs through the provision of relevant patient education, timely referrals, and client-centered services
- Work with the CHMT to identify appropriate providers, stakeholders, and services along the continuum of care and develop referral mechanisms for clients to access services
- Support proper documentation and regular updates of patients' information in facilities for easy follow-up.
- Work with the M&E and CQI teams to ensure proper recording and reporting of ART retention services
- Support initiatives to address program, donor, and national priorities, including supporting the day-to-day implementation of effective tracking and retention services including DSD approaches to ensure ART clients adhere to ART and clinic schedules.
- Support health providers in the early identification of missed appointments and lead efforts to re-engage clients to care
- Ensure tracking of CTC/PMTCT/TBHIV clients is appropriately done at the facilities and reduce interruption to treatment
- Ensure all facilities in the respective council have and use the standard national tools for clients' appointments and tracing, map ques, and facilitate proper documentation and reporting
- Compile and analyze daily/weekly/monthly/quarterly tracking reports of the whole council and help facilities to utilize data for decision making
- Coordinate and facilitate monthly meetings for sharing challenges and strategies for improvement of tracking activities
- Support sites to understand targets, align their strategies and activities towards them and meet their set performance targets



- Perform any other duties as assigned by the supervisor.

Qualifications, Knowledge, and Skills:

- **Required Education:** Degree or Diploma in Social Work, Medicine, Nursing, Public Health or a related field
- **Required Technical Experience:** Minimum 3 years of experience in the HIV field including demonstrated experience with client-centered case management of PLHIV
 - Preferred: Experience working with PEPFAR-funded HIV programs
- Experience in using CQI techniques to address public health challenges
- Experience in writing reports, best practices, and lessons learned
- Excellent command of Swahili and English languages in written and oral communication
- Experience in basic computer applications such as MS Word, Excel, PowerPoint, and the internet
- Ability to work under pressure and tight deadlines

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