



Survivors of Torture, International (SURVIVORS)  
**Medical Case Manager Job Posting**

Reports to: Program Manager  
Effective Date: March 2021

Location: San Diego, CA  
FLSA Status: Exempt, Full-time

**General Purpose of the Job:** With the clinical team, provide assistance to individuals and families in need of health-related services through a holistic, strengths-based, recovery-oriented service program.

**Essential Duties and Responsibilities:** The examples of functions are not necessarily exhaustive. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position. This position will require remote work, in-office work, in-the-field work, or a combination thereof.

- Coordinate services to meet medical needs of clients
- In conjunction with other clinical team members and medical professionals, participate in treatment planning
- Coordinate physicians to document physical effects of torture, including timely completion and delivery of medical affidavits to immigration attorneys in support of clients' legal cases
- Schedule interpreters for client services
- Coordinate on-site and/or teletherapy psychiatric appointments
- Serve as a liaison among psychiatrists, pharmacists and clients to facilitate medication compliance
- Recruit pro bono or low bono healthcare practitioners in private practices, clinics, hospitals and universities to provide medical, dental and allied healthcare for clients
- Orient healthcare providers to special needs of torture survivors and advocate on their behalf
- Assist with enrolling clients into Medi-Cal under PRUCOL
- Document client services in ETO (electronic medical records) database ensuring data is complete, accurate and funder-compliant
- Perform quality control checks on ETO data
- Supervise university interns and volunteers
- Notify and consult with supervisor regarding any critical incidents and/or client care needs
- Participate in all-agency functions including development outreach and events

**Minimum Qualifications & Requirements:**

- Graduate of an accredited 4-year university in public health or related health field
- General working knowledge of case management practices
- Familiarity with treatment issues related to pain, psychological factors and rehabilitation
- Familiarity with local healthcare environment
- Excellent oral and written communication, problem-solving and organization skills
- Experience working with diverse ethnic backgrounds and languages; facility with one or more languages other than English is a plus
- Possess valid California driver's license, adequate auto insurance and reliable vehicle
- Ability to work independently and as a team member
- Strong commitment to human rights and to the mission of Survivors of Torture, International

**Compensation:** Competitive salary and benefits offered.

**Application Procedures:**

To be considered for this position, please email your detailed cover letter, resume and salary requirements to [hiring@notorture.org](mailto:hiring@notorture.org). No phone calls please.

*SURVIVORS prohibits discrimination against employees, applicants for employment, individuals providing services in the workplace pursuant to a contract, unpaid interns or volunteers based on any legally-recognized basis, including, but not limited to, their actual or perceived race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including registered domestic partnership status), sex (including pregnancy, childbirth, lactation and related medical conditions), gender (including gender identity and expression), age (40 or over), sexual orientation, Civil Air Patrol status, military and veteran status, immigration status or any other consideration protected by federal, state or local law.*