

UTAH COUNTY JOB DESCRIPTION

CLASS TITLES: CASE MANAGER I/II
CLASS CODE: CM I – 5039, CM II - 2049
FLSA STATUS: CM I – NON-EXEMPT, CM II - EXEMPT
SUPERVISORY STATUS: CM I - NONE, CM II - LEAD
EFFECTIVE DATE: 2/28/2017 (REVISED 10/23/2016 VERSION)
DEPARTMENT: DRUG & ALCOHOL PREVENTION & TREATMENT

JOB SUMMARY

Complete client needs assessments, coordinate and link clients to case management services within the community, and provide consistent individual monitoring of progress and support for recovery-oriented care. Employees may be assigned to one or more programs within the department as needed.

CLASS CHARACTERISTICS

Case Manager I: this classification requires licensure as a Substance Use Disorder Counselor (SUDC) or Social Service Worker (SSW). Work is performed under close to general supervision of a Program Coordinator or Program Manager.

Case Manager II: this full performance level requires licensure as an Advanced Substance Use Disorder Counselor (SUDC) or Social Service Worker (SSW). Employees in this classification have considerable knowledge of the policies, procedures, and laws affecting the work. Work is performed under general supervision of a Program Coordinator or Program Manager, and employees may provide counseling supervision to Case Manager Aides or Case Manager I's.

ESSENTIAL DUTIES

Case Manager I

Provide screening services to determine a client's eligibility for housing/shelter, medical, food, and other recovery support services.

Conduct interviews to assess substance use issues or other problems using approved screening tools, social history, and consultation with community resources.

Oversee case management activities. Admit and release program clients; link client placement within the appropriate level of care and services.

Supervise and monitor client conduct; maintain a record of activity to document progress in electronic health record system.

Link client with services to address specific hierarchy of needs to achieve identified client goals. Offer the client a single point of contact for advocacy with community services.

Perform intake and program orientation services.

Assist client with re-establishing an awareness of community resources and advocating for the client to enhance the continuity, accessibility, and efficiency of those resources available.

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Work with program staff and therapists to ensure smooth transitions to the next level of care and to assist in avoiding gaps in services based on program capacity.

Perform individual crisis intervention services as needed to minimize relapse potential and to support client needs.

Present psycho-educational services designed to provide the client with information relative to substance use disorders.

Advocate for individualized client care and assist clients in applying and obtaining community services that fit the client's needs, rather than making the client fit potential services.

Consult with outside agencies to improve service delivery and share information; make referrals to appropriate supportive services for the client and family members.

Develop and supervise the life skills education component of the treatment program.

Facilitate life skills groups under the supervision of the Program Manager.

Case Manager II (in addition to the duties described above):

Provide supervision of Case Manager Aides and Case Manager I's when directed by the Program Manager or Program Coordinator to ensure licensure requirements are adhered to.

Oversee assigned treatment program in the absence, and at the direction of, the Program Manager or Program Coordinator.

ADDITIONAL RESPONSIBILITIES MAY INCLUDE

Represent Department with community agencies on behalf of client eligibility and advocating for services.

Facilitate client driven psycho-educational groups.

Oversee shift activities, provide transportation for clients and program needs, training, and guidance to non-licensed employees.

KNOWLEDGE, SKILLS, AND ABILITIES

Case Manager I

Working Knowledge of:

The practice dimensions as defined in TIP 27 published by the Substance Abuse and Mental Health Services Administration which are planning and coordinating a set of health and community resources that are individualized to meet a particular client's needs.

Utah State Licensed Substance Use Disorder scope of practice.

Interviewing methods and techniques

Case management principles and methods

Professional ethics standards

Substance abuse screening instruments

Crisis intervention techniques

Criminal justice, child welfare, and mental health systems

Federal, state and local ordinances and policies regarding therapeutic issues

Working Skill in:

The practice dimensions as defined in TIP 27 published by the Substance Abuse and Mental Health Services Administration which are planning and coordinating a set of health and community resources that are individualized to meet a particular client's needs.

Monitoring, documenting, tracking, and providing support to a client, throughout the course of his/her treatment
Reading, writing, and basic math
Word processing and basic programs

Ability to:

Maintain cooperative working relationships with those contacted in the course of work activities
Communicate effectively verbally and in writing
Function in an unbiased manner with individuals from diverse backgrounds
Coordinate multiple tasks effectively
Maintain files, records, and reports
Solve problems analytically
Work under minimal supervision

Case Manager II (in addition to the knowledge, skills, and abilities described above)

Basic Knowledge of:

Supervisory practices and processes

Considerable Knowledge of:

The practice dimensions as defined in TIP 27 published by the Substance Abuse and Mental Health Services Administration which are planning and coordinating a set of health and community resources that are individualized to meet a particular client's needs.

Utah State Licensed Substance Use Disorder scope of practice
Interviewing methods and techniques
Case management principles and methods
Professional ethics standards
Substance abuse screening instruments
Crisis intervention techniques
Criminal justice, child welfare, and mental health systems
Federal, state and local ordinances and policies regarding therapeutic issues

Considerable Skill in:

The practice dimensions as defined in TIP 27 published by the Substance Abuse and Mental Health Services Administration which are planning and coordinating a set of health and community resources that are individualized to meet a particular client's needs.

Monitoring, documenting, tracking, and providing support to a client, throughout the course of his/her treatment.

Ability to:

Work independently
Lead and train others while maintaining own workload

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

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While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to sit, stand, walk, talk, and hear. Specific vision abilities for this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 30 pounds.

WORKING CONDITIONS

This job operates in a treatment setting. This role routinely uses standard office equipment such as a desktop computer, smartphone, photocopiers, shredders, and filing cabinets. While performing the work, the employee interacts with individuals who may be angry, agitated, or otherwise upset. The work exposes employees to potentially hostile situations and may expose them to contagious or infectious diseases.

TRAVEL

This position requires up to 5 percent travel

EDUCATION, EXPERIENCE, AND LICENSURE

Case Manager I:

1. Bachelor's degree in Social Sciences. Equivalent combinations of completed education and work experience may also be considered.
2. Must be licensed, at a minimum, as a Substance Use Disorder Counselor (SUDC) or Social Service Worker (SSW) under the Mental Health Professional Practice Act (UCA 58-60).

Case Manager II:

1. Bachelor's degree in Social Sciences. Equivalent combinations of completed education and work experience may also be considered.
2. Three years of work experience as, or equivalent to, a Substance Use Disorder Counselor. 3. Must be licensed, at a minimum, as an Advanced Substance Use Disorder Counselor (ASUDC) or Social Service Worker (SSW) under the Mental Health Professional Practice Act (UCA 58-60).

OTHER REQUIREMENTS

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within 60 days of employment.
2. Selected applicants are subject to a complete background check.

CAREER LADDER ADVANCEMENT

For promotion through career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must: 1) possess the required licensure and certifications of the higher classification level, 2) meet the education and experience requirements and the class characteristics of the higher classification level, 3) have written recommendation from the department head and, 4) receive approval from the Human Resources Director.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.