

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

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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.



Certified Case Manager

Job Description

Department: Drug and Alcohol Prevention and Treatment
Position: Career Service
Starting Step: 26, Table 14
Supervisory: No
Reports to: Program Manager or Coordinator

Summary

This role assesses individual consumer needs, facilitates the provision of appropriate services, and monitors the progress of individual participants. Work is performed under the direct supervision of a program manager or coordinator. This position does not provide psycho education groups or screen for substance use disorder treatment needs.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Facilitate life skills groups under the supervision of the Program Manager or coordinator.
2. Assess needs of client and arrange, coordinate, monitor, evaluate, and advocate for a variety of possible community services.
3. Provide screening services to determine a client's eligibility for housing/shelter, medical, food and other recovery support services.
4. 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.
5. Assist client with re-establishing an awareness of community resources. Advocate for the client to enhance the continuity, accessibility, and efficiency of those resources available.

Knowledge, Skills, and Abilities

Knowledge of interviewing methods and techniques and case management principles and methods
Knowledge professional ethics standards and the Utah State Licensed Substance Use Disorder Counselor scope of practice

Knowledge of substance abuse assessment instruments and crisis intervention techniques

For Office Use Only

Class Code: 5500
Class Title: Certified Case Manager
FLSA: Non-exempt
Effective Date: 9/29/2017
Public Safety: No

Worker's Compensation: County
Background Level: I
Safety Sensitive: Yes
DOT: No

Knowledge of clinical diagnostic methods and principles and various modalities of counseling, psychotherapy, and abnormal psychology
Knowledge of the criminal justice system, child welfare system and mental health system
Knowledge of federal, state and local ordinances and policies regarding therapeutic issues
Skilled in the practice dimensions as defined in TAP 21 published by the Substance Abuse and Mental Health Services Administration which are clinical evaluation, treatment planning, referral, service coordination, counseling, client, family and community education, documentation, and professional and ethical responsibilities
Skilled in reading, writing, and basic math
Skilled in word processing and basic programs
Ability to maintain cooperative working relationships with those contacted during work activities
Ability to communicate effectively verbally and in writing
Ability to function in an unbiased manner with individuals from diverse backgrounds
Ability to coordinate multiple tasks effectively
Ability to maintain files, records, and reports
Ability to solve problems analytically

Supervisory Responsibility

This position has no direct supervisory responsibility.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

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.

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 stand, talk, and hear. Specific vision abilities by 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.

Position Type/ Expected Hours of Work

For Office Use Only

Class Code: 5500

Class Title: Certified Case Manager

FLSA: Non-exempt

Effective Date: 9/29/2017

Public Safety: No

Worker's Compensation: County

Background Level: I

Safety Sensitive: Yes

DOT: No

Incumbent must work 40 hours each week to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Required Education, Experience, and Licensure

Applicants may qualify for this position through a Certified Social Service Worker Path or a Certified Substance Use Disorder Counselor Path

Certified Social Service Worker Path

1. Bachelor's degree in Social Work or bachelor's degree in any field and completed coursework required by the Division of Occupational and Professional Licensing to apply for SSW licensure per Utah Code 58-60-205: 1. Social Welfare Policy; 2. Human Development and Growth; 3. Social Work Practice and Methods
2. Applicants must be licensed as a Certified Social Service Worker under the Mental Health Professional Practice Act (UCA 58-60) and working toward Social Service Worker licensure

Certified Substance Use Disorder Counselor Path

1. Official transcript or certificate from an accredited institution of higher education verifying completion of the Substance Abuse Education Program which includes completion of a minimum of 200 hours of substance use disorder related education and a supervised practicum of a minimum of 200 hours
2. Applicants must be licensed as a Certified Substance Use Disorder Counselor (CSUDC) or Certified Substance Use Disorder Counselor Intern (CSUDC-I) under the Mental Health Professional Practice Act (UCA 58-60). Incumbents possessing the temporary license of Certified Substance Use Disorder Counselor Intern (CSUDC-I) must obtain acceptable renewable licensure within 18 months from hire date

Additional Eligibility Qualifications

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 background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

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Background Level: I
Safety Sensitive: Yes
DOT: No

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position

Employee _____ Date _____

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Background Level: I
Safety Sensitive: Yes
DOT: No