



## Case Manager Job Description

Department: Drug and Alcohol Prevention and Treatment  
Position: Career Service  
Grade: 506  
Supervisory: No  
Reports to: Program Manager or Program Supervisor

### 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. This classification requires licensure as a Substance Use Disorder Counselor (SUDC), licensure as Social Service Worker (SSW), or certification as an Advanced Substance Use Disorder Counselor (ASUDC). Work is performed under close to general supervision of a Program Coordinator or Program Manager.

### Essential Functions

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

1. Provide screening services to determine a client's eligibility for housing/shelter, medical, food, and other recovery support services.
2. Conduct interviews to assess substance use issues or other problems using approved screening tools, social history, and consultation with community resources.
3. Oversee case management activities. Admit and release program clients; link client placement within the appropriate level of care and services.
4. Supervise and monitor client conduct; maintain a record of activity to document progress in electronic health record system.
5. Link client with services to address specific hierarchy of need to achieve identified client goals. Offer the client a single point of contact for advocacy with community services.
6. Perform intake and program orientation services.
7. 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.
8. 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.
9. Perform individual crisis intervention services as needed to minimize relapse potential and to support client needs.
10. Present psycho-educational services designed to provide the client with information relative to substance use disorders.

### For Office Use Only

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Class Title: Case Manager  
FLSA: Non-Exempt  
Effective Date: 11/08/2018  
Public Safety: No

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Safety Sensitive: Yes  
DOT: No

11. 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.
12. Consult with outside agencies to improve service delivery and share information; make referrals to appropriate supportive services for the client and family members.
13. Develop and supervise the life skills education component of the treatment program.
14. Facilitate life skills groups under the supervision of the Program Manager.
15. Represent Department with community agencies on behalf of client eligibility and advocating for services.
16. Facilitate client driven psycho-educational groups.
17. Oversee shift activities, provide transportation for clients and program needs, training, and guidance to non-licensed employees.
18. Attend training and comply with in-service education requirements.

### **Knowledge, Skills, and Abilities**

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

Knowledge of Utah State Licensed Substance Use Disorder scope of practice

Knowledge of interviewing methods and techniques

Knowledge of case management principles and methods

Knowledge of professional ethics standards

Knowledge of substance abuse screening instruments

Knowledge of crisis intervention techniques

Knowledge of criminal justice, child welfare, and mental health systems

Knowledge of federal, state and local ordinances and policies regarding therapeutic issues

Skilled 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

Skilled in monitoring, documenting, tracking, and providing support to a client, throughout the course of his/her treatment

Skilled in reading, writing, and basic math

Skilled in word processing and basic programs

Ability to maintain cooperative working relationships with those contacted in the course of 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 solve problems analytically

Ability to work under minimal supervision

### **Supervisory Responsibility**

This position has no direct supervisory responsibility.

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**Work Environment**

This job operates in a professional treatment setting. This role routinely uses standard office equipment such as a laptop, desktop, 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. 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**

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.

**Travel**

This position requires up to 5 percent travel.

**Required Education**

1. Education necessary to meet licensing requirements identified below. Preference for a related bachelor's degree.

**Additional Eligibility Qualifications**

2. Applicants must be licensed as a Social Service Worker or must be licensed, at a minimum, as a Certified Substance Use Disorder Counselor (CSUDC) or Certified Advanced Substance Use Disorder Counselor (CASUDC) under the Mental Health Professional Practice Act (UCA 58-60).
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, and must pass, a background check
3. Applicants should be eligible to bill all Medicaid services and not be on the Office of Inspector General exclusion list.

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**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.

**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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