



## JOB ANNOUNCEMENT

**Position Title:** Case Manager Coordinator

**Program:** Adult/Adolescent Alcohol and Drug Treatment Program

**Classification:** Non-exempt, Full Time

**Salary:** \$17.00-\$19.00 per hour; Commensurate with Experience

**Summary and Range of Authority:** Under the supervision of the Program Manager, the Case Manager Coordinator functions as a member of Alcohol and Drug Treatment team(s) and coordinate client centered effective case management services to program participants and homeless individuals.

### **Essential Duties and Responsibilities:**

- Coordinate day-to-day case management activities as defined by the County contract including Homeless Outreach activities.
- Coordinate client-centered case management with a collaborative approach that focuses on reducing barriers to treatment and linking clients with necessary and appropriate services including medical, mental health, educational, social, prevocational, vocational, rehabilitative, or other community services while the client is receiving SUD treatment.
- Ensure clients receive all the necessary support and services available to be successful at meeting their treatment goals.
- Coordinate effective case management services in keeping individuals engaged in treatment by helping an individual address other problems concurrently with substance use such as chronic health problems, co-occurring disorders, or are involved with the justice system.
- Monitor case management assessments and reassessments throughout participants treatment episode.
- Monitor case management services that are face-to-face, by telephone, or by telehealth with the client and may be provided in the community as appropriate.
- Provide extensive assessment and documentation of the client's progress toward self-management and autonomy.
- Coordinate case management activities to transition program participants to a higher or lower SUD level of care.
- Develop and revise periodically a client plan that includes service activities
- Monitor communication, coordination, referral to other agencies and related activities.
- Monitor service delivery to ensure program participants access to services and the service delivery system.
- Monitor program participant's progress.
- Provide client advocacy, linkages to physical and mental health care, transportation, and retention in primary care services, and
- Provide case management consistent with confidentiality of alcohol and drug treatment participants as set forth in 42 CFR Part 2, and California law.
- Receive referrals from criminal justice system, Child Welfare Services, various providers and community members; may involve providing crisis intervention and case managements.
- Provide translation and cultural mediation between clients/families, and referring personnel as needed.
- Assist in meeting contracted units of service and number of clients served within the fiscal year.

- Attend staff meetings and other meetings as assigned, complete special projects in a timely manner, and able to maintain strict confidentiality with regard to sensitive or proprietary information or materials.
- Assist in all documentation to be compliant to State and County requirements.
- Monitor case management data entry to SanWits as required by County.
- Conduct outreach to promote program services.
- Conduct gender-specific, observed drug testing to clients as mandated by the referral source and/or the individual treatment plans followed by proper documentation and reporting. Alcohol and drug testing may include patch, urine analysis, and Breathalyzer.
- Work as a member of multidisciplinary team.
- Other duties as assigned

**Required Education, Certifications/Licenses and Language/Cultural Skills:**

- Certified by one of the DHCS-approved certifying organizations (OR)
- Bachelor's degree in the human services field plus one year experience working with substance abuse issues. Must be registered by one of DHCS approved certifying organization. Will receive formal supervision from an on-site qualified staff (OR)
- Enrolled in a AOD class and registered by one of the DHCS-approved certifying organizations and at least one year experience in alcohol and drug related services. Will receive formal supervision from an on-site qualified staff.

**Minimum Experience and Qualifications Required:**

- Must have successful completion and maintenance of the San Diego County credentialing,
- If recovering, must be clean and sober and stable in the recovery process for at least 1 year.
- Must be free of probation or parole supervision for a minimum of one year.
- Knowledge and experience working with substance abusing individuals.
- Ability to establish and maintain supportive relationship with clients from diverse cultural backgrounds.
- Have knowledge and experience working with clients who have co-occurring disorders.
- In order to successfully link clients with services and resources (e.g., financial, medical, or community services), case managers must have a working knowledge of the appropriate resources, both at the system and the service levels that are needed for the client to optimize care through effective and relevant networks of support.
- Ability to work effectively with various referral sources including probation officers.
- Ability to provide crisis intervention, outreach, education, advocacy, community organization and follow-up services.
- Excellent organizational and time management skills as well as attention to detail; ability to manage multiple tasks simultaneously, prioritize, and successfully bring them to fruition.
- Ability to function well as a member of an interdisciplinary team.
- Ability to maintain strict confidentiality regarding sensitive or proprietary information or materials
- Proficiency in Microsoft Word, Excel, Power Point, Internet browsers, and Outlook.
- Ability to work well under pressure.
- Excellent written and verbal communication skills.
- Must have flexibility to work some evening and weekend hours during scheduled client activities.
- Must be drug tested prior to hire and drug test results shall be negative for illegal drug use, including marijuana.
- Must have TB clearance within 60 days of hire.
- Must have certified First Aid and CPR training (including infant CPR).

- Will not be debarred or excluded from participation in Federal programs by the General Services Administration and/or the Department of Health and Human Services of the Inspector General
- Must pass background check (Live Scan Fingerprint).
- Must be able to drive (when needed) for business purposes to other program locations in San Diego County. If employee drives his/her personal automobile for UPAC business, employee must have valid California driver's license and comprehensive automobile insurance coverage, as required by law.

**Additional Preferred Education or Qualifications:**

- Bilingual, bicultural in an Asian and/or Pacific Islander language.
- Knowledge and experience of Drug Medi-Cal Title 22 and SanWITS data systems.
- If recovering, it is preferred to be clean and sober for 2 years.

**Physical Demands and Work Environment:**

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. Spends approximately 70% of work time sitting and meeting with others or working at a desk and/or computer. Spends approximately 30% of work time standing or walking within the work area or outside the office at meetings and events, also bends, twists, stoops and reaches. Ability to communicate in writing and verbally. Regularly required to sit and talk or hear. Frequently is required to use hands to touch, handle or feel and reach with hands and arms. Occasionally lifts and/or moves up to 25 pounds. Working conditions are normal for an office environment and event venues. The noise level is usually moderate.

**Mail, fax, or email your resume to:**

**UPAC HR DEPARTMENT**

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