

## JOB DESCRIPTION



**Position Title:** Case Manager

**Program:** New Leaf Recovery Center

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

**Salary:** \$17.00-\$18.00 per hour; Commensurate with Experience

**Summary and Range of Authority:** Under the supervision of the Program Supervisor, the Case Manager functions as a member of adult alcohol and drug treatment team and provides culturally and linguistically appropriate case management services to program participants.

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

- Provide case management services to the program participants to ensure appropriate level of care.
- Assist program participants to access to needed medical, educational, social, prevocational, vocational, rehabilitative, or other community services.  
The services focus on coordination of substance use disorder (SUD) care, integration around primary care especially for program participants with a chronic substance use disorder, and interaction with the criminal justice system as needed.
- Case management services may be provided face to face, by telephone, or by telehealth, and may be provided anywhere in the community.
- Provide comprehensive assessment and periodic reassessment of individual needs to determine the need for continuation of case management services.
- Provide case management to transition program participants to a higher or lower SUD level of care.
- Develop and revise periodically a client plan that includes service activities
- Provide 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.
- Meet 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.
- Provide all documentation compliant to State and County requirements.
- Provide 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)
- Registered by one of DHCS approved certifying organization.  
From the date of registry, counselors have five (5) years to become certified. If counselor fails to become certified after being registered for 5 years, the counselor will not be permitted to provide counseling services to clients and therefore will no longer be employed.

**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.
- 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 prior to or 7 calendar days after employment.
- 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, recovering for 2 years preferred.

**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.

**Management has the right to revise this Job Description at any time. Periodically, government entities and funding agencies may change the requirements for any of the job positions such as required licensure, certifications, experience level and/or other required qualifications with or without notice. Should this happen, the employee will be required to comply with any new requirements specified by the government entity or funding agency. The Job Description is not a contract for employment and either you or the employer may terminate employment at any time for any reason, with or without notice.**

**I agree to fulfill the essential duties and responsibilities of this position.**

<b>Print Employee Name:</b>		<b>Date:</b>	
<b>Employee Signature:</b>			