

**POSITION DESCRIPTION****CASE MANAGER**

Access and Adult Clinical Services  
Region Ten Community Services Board

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CLASSIFICATION TITLE: Case Manager/Care Coordinator, SA

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent is responsible for providing case management and care coordination to individuals with Substance Use Disorders. The incumbent must be able to connect with consumers as they are beginning and continuing to engage in Outpatient treatment as well as potentially through the process of engaging in residential treatment programs.

The incumbent reports to the Program Manager, Access and Adult Clinical Services and performs duties by proceeding alone under standard practices and returning questionable situations to the supervisor. In carrying out position duties, he/she performs in accordance with professional ethics and established Region Ten policies and procedures.

The HIPPA access level for this position is Level Two

The essential functions of this job are starred below (\*) under "Major duties."

MAJOR DUTIES:

1. \*Provides assessment, case management, care coordination, and referral services for substance abusing or co – occurring persons who are choosing to participate in services.
2. \*Provides care coordination and medical monitoring for individual engaged with Region Ten for Medication Assisted Treatment in collaboration with the Region Ten Prescriber as well as external partners in relation to individual consumers.
3. \*Duties require some evenings.
4. \*Establishes cooperative and collaborative relationships with multiple internal as well as external resources within the community.
5. \* Works closely with Recovery and Support staff to assist and refer individuals who may benefit from that service as well.
6. \*Maintains contact with representatives of the various treatment programs involved in the care and rehabilitation of individuals with substance use disorders. Arranges aftercare and follow-up services for individuals in recovery.
7. \*Receives supervision on a regular basis.
8. \*Maintains current and complete consumer records.
9. \*Utilize motivational interviewing techniques to assist with treatment outcomes for individuals.
10. \*Attends regular meetings.
11. Reads all agency communication (i.e., Region Tens newsletter, e-mail, etc.)
12. Performs other duties as assigned in keeping with general description of the position.

QUALIFICATIONS:

Bachelor's degree preferred. Two years of experience in a program directly concerned with Substance abuse, co-occurring treatment or rehabilitation is preferred. Incumbent must possess Certification in Substance Abuse Counseling (CSAC), or be eligible within 6 months of hire. The incumbent must possess the following knowledge, skills, and abilities:

Knowledge of:

1. Services and systems available in the community including primary health care, support services, eligibility criteria, intake processes, and generic community resources.
2. The nature of substance abuse and co-occurring conditions depending on the population served.
3. Treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning, and service coordination.
4. Different types of assessments, including functional assessment, and their uses in service planning.
5. Consumers' rights
6. Local community resources and service delivery systems, including support services (e.g., housing, financial, social welfare, dental, educational, transportation, communications, recreation, vocational, legal/advocacy), eligibility criteria and intake processes, termination criteria and procedures, and generic community resources

(e.g., churches, clubs, self-help groups).

7. Effective oral, written and interpersonal communication principles and techniques.
8. General principles of record documentation.
9. The service planning process including, but not limited to, the Recovery and Person Centered Planning models, as well as the major components of a service plan.
10. Motivational Interviewing.

Skills in:

1. Interviewing
2. Negotiating with consumers and service providers.
3. Engaging resistant or difficult consumers, utilizing motivational interviewing techniques.
4. Observing, recording and reporting on an individual's functioning.
5. Identifying and documenting a consumer's needs for resources, services, and other supports.
6. Using information from assessments, evaluations, observation and interviews to develop service plans.
7. Identifying services within community and established service system to meet the individual's needs.
8. Promote goal attainment
9. Coordinating the provision of services by diverse public and private providers.
10. Identifying community resources and organizations and coordinating resources and activities.
11. Using assessment tools

Abilities to:

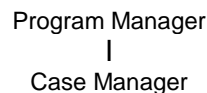
1. Be persistent and remain objective
2. Work as a team member, maintaining effective inter and intra-agency working relationships.
3. Demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk-taking, respecting consumers' and families' privacy, and believing consumers are valuable members of society).
4. Work independently performing position duties under general supervision.
5. Communicate effectively, verbally, and in writing.
6. Establish and maintain ongoing supportive relationships.

CLINICAL PROVIDER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Clinical Provider Performance Evaluation Standards.

POSITION LOCATION:    Region Ten  
                                       800 Preston Avenue  
                                       Charlottesville, VA 22903

POSITION ORGANIZATION CHART



GRADE:    9

SCHEDULE: 40 hours weekly

Position Description Updated: February 3, 2017

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

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Signature

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Name Printed

\_\_\_\_\_  
Date

