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innovative services for mental health, developmental disabilities and substance use disorders

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POSITION TITLE: ARS RESIDENTIAL CARE COORDINATOR

CENTER:	Adult Rehabilitative Services		**DEPARTMENT:**	Mohr and Women's Center	
LOCATION:	1014 E. Market Street, Charlottesville, VA 22902 / 90 Old Lynchburg Road, Charlottesville, VA 22903				
FSLA STATUS:	Non-Exempt		**INCLEMENT STATUS:**	Essential	
GRADE:	9	**SCHEDULE:**	PRN	**GROUP:**	40

GENERAL STATEMENT OF RESPONSIBILITIES:

This is an FLSA non-exempt position, classified as essential. The incumbent is responsible for providing and extending case management, education, and rehabilitation services to participants of Region Ten CSB Substance Abuse Residential Treatment Services within the Adult Rehabilitative Services programs. The incumbent must be comfortable serving a diverse group of consumers, including but not limited to those who are chemically dependent, those with mental illness, those who are court-ordered, offenders, and those who may be difficult to engage in treatment. The incumbent should be comfortable working from a strengths-based, person-centered approach to nurture and develop individual consumers' strengths and skills.

The incumbent identifies individuals within these populations, provides triage and assessment of service coordination needs, and provide prioritization and support in accessing appropriate services within the community or next level of care. Collaboration within Region Ten service options as well as community-based providers is required, with examples being providers of services such as Medication Assisted Treatment (MAT), rapid testing for HIV and Hep C, and appropriate medical treatment, internal referral processes, housing options, step-down services, mental health care, medical care, and psychiatric care, as needed.

In carrying out the responsibilities of this position the incumbent reports to the program manager at Women's Center/Mohr Center for general instruction and supervision. The incumbent is expected to support the needs of both centers in the support of the Intake/Discharge Coordinator to achieve successful discharge plans. The incumbent is expected to exhibit sound judgment, demonstrate initiative and maintain confidentiality in accordance with established policies and procedures. The incumbent is expected to perform all duties in accordance with applicable professional ethics, state quality assurance standards, DBHDS regulations, DMAS licensing expectations, and established Region Ten policies and procedures.

This position is generally 20-25 hours per week, as needed, split between Mohr and Women's Center to aid in care coordination and discharge planning when residential census is high. Shifts are generally during business hours due to care coordination needs, but may require evenings, weekends, and holidays to accommodate consumer needs. This position requires one be medication aide trained, with training provided. Position is classified as essential personnel due to the 24/7 nature of residential setting.

The essential functions of this job are marked with an asterisk (*) below.

MAJOR DUTIES:

1. *Provide assessment support, case management, and referral services for substance abuse or co-occurring persons in Region Ten ARS residential programs.
2. *Provide care coordination from admission through discharge to include coordination of medical needs and monitoring for individuals in ARS residential treatment, including applicable connections with MAT providers or psychiatric care.
3. *Provide person-centered recovery-oriented services to address in discharge planning and supportive service development.
4. *Participate in collaborative team meetings focused on recovery supports, discharge planning, identification of need, and support of consumer self-advocacy to improve outcomes.
5. Provide crisis intervention support, as needed.
6. *Participation in medication aide training with an ability to support center in times of need in this duty.
7. *Conduct face to face collaborative interventions with consumers assigned to caseload weekly, as needed, dependent upon census of both centers.
8. *Provide transportation to recovery-oriented appointments, services, or other events as deemed necessary to facilitate connection to recovery supports within the community.
9. *Assists in planning and scheduling of necessary appointments and discharge planning meetings.
10. *Facilitates discharge planning meetings in the absence of the Intake/Discharge Coordinator or other designated staff.
11. *Establishes and maintains collaborative and cooperative relationships with internal and external providers to aid in recovery processes.

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12. *Completes documentation within expected 24-hour time frame to include email follow-ups to maintain collaborative efforts.
13. Maintain acceptable productivity levels as identified by Region Ten policy.
14. *Provide facility support as needed to ensure safe recovery environment, including evenings, nights, weekends, and holidays.
15. Participate in supervision at regularly scheduled intervals with assigned supervisor.
16. Attends all required meetings and trainings, as assigned.
17. Reads all agency communication through checking email at least once per day.
18. Performs other duties as assigned in support of recovery-oriented environment.

QUALIFICATIONS:

EDUCATION

- Bachelor's Degree

EXPERIENCE

- 1 year experience with SUD services preferred

CERTIFICATION/LICENSE:

- To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required.
- For business use of a personal car, a certificate of valid personal automobile insurance must be provided.
- QMHP-T, QMHP, or CSAC preferred; Must be in an eligible status and/or in the process of obtaining one of these certifications. Candidate is expected to obtain on of these certifications within the designated timeframe by the supervisor.
- CPR/First Aid and Medication Aide training provided upon hire.

KSAS

Knowledge of addiction best practices, community-based service provision, SUD and MH co-occurring diagnoses, community service availability, rural population needs and limitations, treatment modalities and service interventions applicable to addiction services, service planning assessment, consumer's rights, effective communication, record keeping and documentation, Medicaid and other funding sources, person-centered approach, recovery-oriented approach, trauma-informed care, legally involved individuals

Skills in: oral and written communication, collaboration, teamwork, taking initiative, independent motivation, community engagement and awareness, SUD and MH symptom evaluation and referral, skill-building activities to include employment skills, coping skills, and self-advocacy; rapport building and engagement of resistant consumers, documentation, goal development and attainment

Abilities to: communicate effectively, work as a team, remain objective, maintain unconditional positive regard, maintain supportive relationships, develop and maintain collaborative community relationships with stakeholders, accept and seek out supervision

POSITION ORGANIZATION CHART: Program Manager

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Care Coordinator

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

_____ Signature

_____ Name Printed

_____ Date

Position Description updated: November 2, 2026