

	<b>Title: SUD Case Manager</b>	
<b>Position Classification</b>	<b>Pay Family: Professional</b>	<b>FLSA Status: Non-Exempt</b>
<b>Description</b>	<b>Pay Grade: 3</b>	<b>Benefit Eligibility: All</b>
<b>Employee Name (print):</b>		
<b>Employee Signature:</b> (I have received a copy of this job description and my supervisor has reviewed it with me)		<b>Date:</b>
<b>Supervisor Signature:</b>		<b>Date:</b>
<b>Director of Clinical Services Director Signature:</b>		<b>Date:</b>
<b>Executive Director Signature:</b>		<b>Date:</b>
<b>Date Position Description Last Reviewed: 7/19/23</b>		
<b>Date Position Classification Last Reviewed: 6/14/22</b>		

The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

**DEFINITION**

Under supervision of the MH Case Management Supervisor, this position is responsible for providing case management/care coordination services to support adolescents and adults living with substance use disorders. These services utilize a team approach and are coordinated within the agency, community partners, and the family to meet the needs of the consumers in supporting independent living. Case management/Care Coordination includes connecting the consumer with services, acting as an advocate, and providing supportive counseling to aid with coping with substance use disorders. This position will have a special focus on those individuals with Opiate addiction and is a team member of the Office Based Addiction Treatment (OBAT) Team. The Case Manager is responsible for preparing documentation with accuracy and completeness.

**JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS**

- Complete psychosocial needs assessments to determine service requirements of the target population.
- Provide intensive Case Management/Care Coordination to individuals with Opiate Use Disorders.
- Conduct initial assessments and develop Individual Service Plans (ISP).
- Make referrals and coordinate services within the agency, community partners, and medical providers.
  
- Maintain collateral contacts with families of consumers or other community caregivers, providing educational and supportive services as needed.
- Assist in medication management, education scheduling appointments, and monitoring medication compliance.
- Attend scheduled administrative, clinical, and meeting involving the consumers' services, treatment plan, and progress as required.
- Linking and attending community recovery supports (AA, NA, etc)
- Complete documentation and use the GPCS Electronic Health Record ensuring compliance with all applicable regulatory standards.
- Provide crisis intervention counselling and referral to emergency services when appropriate.

- Attend in-service training sessions, conferences, workshops, seminars related to the provision of developmental services for professional and program development.
- Establish and maintain effective working relationships with consumers, organizations, and agencies responsible for providing services to target population.
- To perform other assigned duties as necessary within established policy and procedures.

## **REQUIREMENTS**

### **EDUCATION**

Bachelor's Degree in Human Services field of study (example include Social Work, Counseling or Psychology) and/or CSAC. CSAC preferred. An individual with experience necessary for credentialing as a Qualified Mental Health Provider may be considered.

### **EXPERIENCE**

One to two years related experience in case management/care coordination working with individuals with Opiate Use and other Substance Use Disorders .

### **LICENSE(S)**

Position will be required to possess a valid Virginia driver's license

### **PRE-EMPLOYMENT**

Must submit to pre-hire criminal background check

## **KNOWLEDGE AND ABILITIES**

- Knowledge of case management services and needs of adolescents and adults with substance use disorders especially Opiate Use Disorders.
- Knowledge of consumers with substance use disorders, the impact on individuals, families, and the community and related situations.
- Knowledge of the nature of substance use disorders, including clinical and developmental issues.
- Knowledge of human personality growth and development.
- Knowledge of ASAM levels of care.
- Knowledge of treatment modalities and intervention techniques, such as Motivational Interviewing, use of peer support specialist, 12 Step groups, CBT, supportive counseling, family education, crisis intervention, and service coordination.
- Knowledge of different types of assessments, including functional assessments, and their uses in service planning.
- Knowledge of case management and consumer assessment principles.
- Knowledge of development of ISP, the service planning process, and major components of a service plan.
- Knowledge of community services, programs, and resources, to include availability of primary health care, support systems, sober living facilities, eligibility criteria and intake processes and generic community resources.
- Knowledge of interagency coordination.
- Knowledge of the use of medications in recovery.
- Knowledge of emergency services and crisis intervention techniques.
- Knowledge of case management documentation of services standards.
- Knowledge of Goochland Powhatan Community Services policies and procedures.

- Knowledge of all applicable federal and state laws, state regulations and local ordinances.
- Ability to establish and maintain good working relationships with all agency employees and other community partners.
- Ability to identify and document persons' needs for resources, services, and other supports and how these can be utilized to promote achievement of an individual's goals.
- Ability to coordinate the provision of services to the SUD consumer by GPCS programs and other diverse public and private providers.
- Ability to exercise sound judgment and demonstrate resourcefulness in problem solving and conflict resolution.
- Ability to work independently, take initiative, and make emergency judgments.
- Ability to handle emergency situations without direct supervision.
- Ability to effectively work and communicate with all types/levels of persons, maintaining a good rapport with consumers and family.
- Ability to effectively communicate orally and in writing,
- Ability to complete required training including Crisis Intervention/Emergency Behavior Support and in-service First Aid and CPR training.
- Ability to manage and maintain an active caseload requiring flexibility and organization and prioritization of tasks utilizing appropriate time management skills.
- Ability to work under pressure; meet inflexible deadlines; set priorities; and deal diplomatically with difficult individuals.
- Ability to tolerate verbal and possible physical abuse while maintaining a professional demeanor.
- Ability to have patience with consumers and consumer's family members or guardians.
- Ability to access internet and use appropriate technology and applications including Microsoft Word and Excel.
- Ability to maintain confidentiality of consumer's information.
- Ability to safely operate a vehicle.
- Possess great attention to details, ensuring accuracy and completeness of all records and documentation.

Persons with mental or physical disabilities are eligible if they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

### **ENVIRONMENTAL CONDITIONS**

Work environment will typically be working in an office and clinical setting. Work environment will involve traveling within the community and will include exposure to road hazards usually experience in driving in rural, county surroundings, interstate highway driving, including exposure to weather and temperature extremes that may affect driving conditions. May involve exposure to aggressive verbal and physical behavior, and exposure to infectious diseases from others. Sitting: 60%; Standing/Walking 30%; Driving: 10% Average Weight Required to lift or carry at any one time: 50 pounds for brief periods of time.