



MERCER COUNTY BEHAVIORAL HEALTH COMMISSION

JOB TITLE: Case Manager II
Field Based D&A Case Coordinator
FLSA STATUS: Non-exempt

DEPARTMENT: Central Intake Unit
EMPLOYMENT STATUS: Full-time
HOURS OF WORK: 37.5 Hours/Week

OVERALL OBJECTIVE OF JOB

The incumbent of this position is responsible for providing ongoing case management services to individuals with a drug and alcohol dependency or addiction. The Case Coordinator will assist consumers in accessing appropriate services to address non-treatment needs or life domains necessary to support their recovery. The position will also assist and support the individual in completing and maintaining their recommended treatment level of care, including transitioning through various levels of care. The position will manage a caseload of MA eligible consumers who have already gone through an assessment and been linked initially to treatment. The position will provide ongoing case management service through maintaining regular and ongoing contact via phone, face-to-face, or other means of contacts such as text, email, etc. Services are provided at the office, provider locations, consumer homes, or other identified community locations. The objective of the service is to promote continued involvement in treatment and recovery progress through supporting non-treatment needs that often interfere or serve as obstacles to the recovery process. Anticipated outcomes will center around consumers staying in treatment, successfully completing treatment, and progressing in their recovery.

ESSENTIAL FUNCTIONS OF JOB

- Incumbent of this position will become knowledgeable of the Mercer County human service system, particularly the D&A treatment providers and continuum of services including other available recovery supports.
- Must possess interviewing skills to facilitate the completion of a comprehensive service plan and assessment of the individual's non-treatment needs based upon identified life domains, strengths, and social determinants of health that impact recovery stability and progress.
- Position will provide intervention and support to consumers and families throughout the treatment process to promote insight into the recovery process, manage crisis situations, address their non-treatment needs, and monitor their treatment participation, progress, and needs.
- Position will assist consumers in accessing various community supports to address their identified needs through referral and linkage activities.
- Position will complete service plans and needs assessments with consumers and other involved individuals in compliance with program regulations and requirements.
- Position will ensure that consumers are informed of organizational grievance and appeal procedures.
- Position will be knowledgeable of funding resources and billing procedures within the organization and provider network.
- Position will serve as a referral agent and information resource for the organization and community.

- Will be responsible to assure timely and accurate reporting, records, and program compliance related to service delivery including client files in Susquehanna, DDAP reporting, and any other reports and/or records as assigned.
- Will attend coordination and service planning meetings, as well as, trainings, staff meetings and supervision activities, as required.
- Position will work collaboratively with other MCBHC programs including assessment/intake, crisis, recovery specialist, etc.

OTHER DUTIES OF THE JOB

- Attends meetings and trainings as required.
- Position encounters confidential information regarding consumers and must maintain strict confidentiality as defined by state and federal regulations and agency policy.
- Position will require participation and active involvement in departmental functions to support organizational philosophies and mission.
- Position will participate in Quality Assurance activities as required to ensure program compliance and quality of service delivery.
- Performs other job-related duties and case coordination and support services as required.

SUPERVISION RECEIVED

Position is directly responsible to the CIU Supervisor position in the MCBHC Central Intake Unit. Supervision is done through individual and/or group meetings on an ongoing basis or as needed.

SUPERVISION GIVEN

Not applicable.

WORKING CONDITIONS

- Work indoors in limited workspace with adequate lighting, temperature, and ventilation.
- Works with average indoor exposure to noise, stress, and disruptions.
- Normal indoor exposure to dust/dirt.
- Works in conditions of potential outbursts or disruptive behavior of clients.
- Travels as assigned, within Mercer County, to other community based locations for service delivery.
- Travels occasionally outside of Mercer County for trainings, conferences, etc.

PHYSICAL AND MENTAL CONDITIONS

- Must possess ability to record, convey and present information, explain procedures and follow instructions.

- Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, reaching and driving as necessary to carry out essential job duties.
- Dexterity requirements range from simple to coordinated movements of fingers/hands; feet/legs; torso as necessary to carry out duties of job.
- Must be able to lift and/or carry items such as, laptop in case, personal briefcase, work related supplies and miscellaneous objects with a maximum weight of thirty (30) pounds.
- Must apply safe lifting and carrying practices. If an item weighs more than maximum weight limit, employee must make more than one trip to carry all necessary items to their vehicle and/or to or from designated worksites.
- Occasional exerting and/or lifting of up to 50 pounds may be required for the maneuvering of equipment or supplies to and from designated worksites.
- Must be able to cope with the physical and mental stress of the position.
- Must be able to physically and mentally react quickly in the event of a disturbance or physical outbreak.
- Must be able to pay close attention to details and concentrate on work.
- Must be able to mentally react quickly to consumers' needs and/or requests as necessary as it applies to your position.

QUALIFICATIONS: EDUCATION/TRAINING/WORK EXPERIENCE

- A bachelor's degree in a behavioral health or other human service related field.
- A minimum of one year of experience within the human service field following completion of bachelor's degree.
- Must possess a valid driver's license and access to reliable transportation.
- Must possess necessary clearances, i.e.; PA Criminal Record, PA Child Abuse, and Federal FBI clearances.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Must be able to speak and understand the English language in an understandable manner in order to carry out essential job duties.
- Must possess effective communication and interpersonal skills.
- Must possess initiative and problem solving skills.
- Must possess ability to function independently, have flexibility and the ability to work effectively with clients, co-workers and others.
- Must possess the technical knowledge of operating personal computers and other office equipment.
- Must possess ability to plan and organize work.

- Must possess ability to understand and interpret laws and regulations in regard to D/A programs and services.
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In compliance with the Americans with Disabilities Act, the Employer provides reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer.