



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

This position is responsible for providing ongoing case management services to an identified caseload of individuals with a drug or alcohol dependency or addiction. The Case Coordinator will assist consumers in accessing identified appropriate services, treatment, supports, or resources; coordinating services with involved providers or supports to promote collaboration and reduce/eliminate duplication; and monitoring services to ensure effectiveness and recovery progress.

This position will not only manage traditional D/A field-based case coordination clients on their caseload but will also manage consumers involved with a local methadone maintenance provider with identified case coordination needs.

This position will be part of a collaborative team working intensively with the individual, the local outpatient D/A treatment providers, outpatient or methadone maintenance providers/therapist, and when indicated and needed, with a certified D/A Recovery Specialist. This team will meet regularly to identify potential individuals in need of case management and recovery specialist services, and to coordinate ongoing services to those individuals active in the program. This coordination will include level of care determinations, collaboration of service/treatment planning, and clear role identification of objectives to promote success and avoid duplication. 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.

Case management service planning will focus on non-treatment needs or various life domains that are obstacles to the individual's recovery success necessary to support their recovery such as housing, transportation, childcare, legal issues, mental health, physical health, education, vocation, etc. Case management services will provide ongoing case management service through maintaining regular and ongoing contact via phone, text, email, or face-to-face delivered in the field with services provided at various community-based locations such as individual's home, provider locations, educational settings, and other community locales such as parks, restaurants, libraries, etc. that are convenient and agreeable to the individual.

The objective of the service is to promote continued involvement in treatment and recovery progress through supporting non-treatment needs that often interfere with 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

- This position will become knowledgeable of the Mercer County human service system, particularly the D&A treatment provider network and continuum of services including other available recovery supports.

- Position will complete service plans and needs assessments with consumers and other involved individuals in compliance with program regulations and requirements.
- 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.
- When indicated and required, the position will be responsible for completion of level of Care Assessments.
- The position will work collaboratively with outpatient D/A Treatment or methadone maintenance providers/therapists, as well as, assigned D/A Certified Recovery Specialists to ensure that services, including service/treatment plans, are provided in a comprehensive manner that applies the individual's strengths to address identified need areas. Position will work collaboratively with other MCBHC programs including assessment/intake, crisis, recovery specialist, etc.
- In conjunction, outpatient D/A Treatment or methadone maintenance providers/therapists, as well as, assigned D/A Certified Recovery Specialists, the position will provide assistance, guidance, intervention, and support to individuals towards meeting their self-directed recovery goals.
- Position will monitor individual treatment progress and perform utilization review activities as assigned and required.
- Position will conduct ongoing contacts and follow-up with individuals to monitor progress and service planning implementation.
- 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.
- The position will also work collaboratively with other individuals involved with the client such as family, friends, physicians, probation officers, etc., with the client's consent and agreement.
- Position will serve as the lead coordinator to ensure all services and supports are provided in a collaborative, non-duplicative manner.
- Position will assist consumers in accessing various community supports to address their identified needs through referral and linkage activities.
- Position will serve as a referral agent and information resource for the organization and community.
- Position will link and refer individuals to other resources, services, or supports to address needs associated with housing, disabilities, benefits, income, childcare, transportation, etc or supports to address D/A, MH, or physical health conditions or needs.
- Position will ensure that consumers are informed of organizational grievance and appeal procedures and will offer assistance as needed.
- Position will determine appropriate funding arrangements and authorize services in accordance with agency policies and protocols.

- Position will be knowledgeable of funding resources and billing procedures within the organization and provider network.
- The position will complete and update Case Management Service Plans in compliance with the DDAP Treatment Manual.
- Position will be responsible to assure timely and accurate reporting, records, and program compliance related to service delivery including client files in Susquehanna, DDAP reporting including PA WITS, and any other reports and/or records as assigned.
- Position will be responsible for completing the Government Performance Reporting Act (GPRA) data on each client in the PA WITS system as required by DDAP.
- Will attend coordination and service planning meetings, as well as, trainings, staff meetings and supervision activities, as required.

OTHER DUTIES OF THE JOB

- Attends meetings and training courses 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 lengthy 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, employees 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

- Must meet all the required METs as outlined in the DDAP Treatment Manual (10.06.1)
- A bachelor's degree in behavioral health or other human service-related field or a bachelor's degree with at least 18 college credits in sociology, social welfare, psychology, criminal justice, or other related social sciences.
- Must possess a valid driver's license and 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 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 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 regarding D/A programs and services.
- Must possess knowledge of addiction and treatment.
- Must possess knowledge of current social, economic, and health problems and available resources.
- Must possess ability to establish and maintain relationships and rapport with clients of varying cultural, social, and economic backgrounds including physical and mental disabilities.

Interested candidates may submit an employment application from our website www.mercercountybhc.org, or you may pick up or call for an application by contacting the Mercer County BHC office at 724-662-1550.

Please send application to:

ATTN: Lynnett Beck, HR
Mercer County Behavioral Health Commission, Inc.
8406 Sharon-Mercer Road
Mercer, PA 16137

Email to: Lynnett.beck@mcbhc.org

Fax to: 724-893-1067

Affirmative Action/Equal Opportunity Employer

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.

April 28, 2023