

Berks Counseling Center – Job Description

Position Title:	CASE MANAGER		
Department:	CASE MANAGEMENT	FLSA Status:	EXEMPT
Accountability:	PROGRAM COORDINATOR	Status:	FULL TIME
Primary Location:	BCC	Creation/Revision Date:	AUG 2017

General Summary

This position provides intensive case management to individuals with substance use disorders and/or behavioral health disorders. The case manager will complete an assessment of the individual's strengths and needs to work with the individual to complete an individualized strength based service plan to guide them in overcoming barriers to recovery and towards independence and stability. The case manager must be able to work with integrated team to collaborate with behavioral health and medical departments to meet the needs of the individual and identify appropriate resources in the community to facilitate the individual's recovery.

Minimum Qualifications

Education and/or training in the social services field or related field required. Bachelor's degree in the social services or related field preferred. At least one year experience working with individuals with substance abuse and behavioral health disorders required. Certified Recovery Specialist preferred. Bilingual: English/Spanish preferred. Valid PA Driver's License and the ability to drive, travel and provide community-oriented services required. Knowledge of 12 Step Program and Community Resources a plus. A willingness to work with integrated team members required.

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made.

Knowledge, Skills, and Abilities

- Knowledge of BCC services, policies and procedures
- Knowledge and belief in the principles of recovery and willingness to implement recovery driven supports.
- Knowledge of substance abuse, mental health and co-occurring disorders and the impact on the individual, family and the community.
- Knowledge and belief in the principles of integrated care and a willingness and ability to assist clients in identifying and meeting health and wellness goals.
- Knowledge of motivation enhancement, intervention and engagement techniques.
- Knowledge of community services information and resources.
- Skill in supporting the health care and wellness needs of individuals with behavioral health and substance use disorders.
- Skill in organization and adaptability.
- Skill in written and oral communication
- Skill in coordinating and providing education and community based supports services.
- Skill in using Microsoft Office and Microsoft Outlook and learn new software programs that support project efforts.
- Ability to work as a team player, to be able to express self and communicate information and ideas effectively so that others will understand.

- Ability to facilitate parenting education groups, using evidence based models.
- Ability to visit individuals while hospitalized to ensure continuance of integrated care.
- Ability to maintain, at a minimum, 65% direct services hours weekly.
- Ability to work a flexible schedule, including evenings and weekends as needed.
- Ability to complete case management documentation in a timely manner and in full compliance with organizational standards and project standards.
- Ability to encourage, support and assist clients in meeting support plan goals.
- Ability to serve as an advocate to help clients overcome barriers and obstacles.

Essential Job Functions

1. Complete a comprehensive assessment of client's skills, strengths, and needs in order to effectively determine clients who may benefit from case management services.
2. Work cooperatively with clients to develop a unique service plan based on each client's skills, strengths, and needs.
3. Facilitate evidence based parenting programs, both onsite and in the community.
4. Encourage, support and assist clients in meeting support plan goals.
5. Assist clients in locating resources and provide referral to those resources.
6. Assist clients in overcoming barriers to follow through with services such as needs for childcare or transportation.
7. Serve as an advocate to help clients overcome barriers and obstacles.
8. Utilize role playing and other skills building techniques as appropriate to maximize client progress.
9. Maintain individual case records on clients receiving services.
10. Complete follow up monitoring of clients after completion of services.
11. Work cooperatively with integrated team and other community services organizations.
12. Prepare all reports and documentation as required.
13. Perform other related tasks as directed.
14. Assist with organizing and staffing child care supports
15. Maintain updated information on community services and resources.
16. Assist individuals with transition from inpatient facility, including hospital stay and/or rehab facility to coordinate continuance with outpatient services.

Physical Requirements

- SEEING: Must be able to see well enough to read reports and use computer. Must be able to see well enough to drive an agency vehicle.
- COMMUNICATING: Must be able to communicate to clients, vendors and coworkers.
- MOBILITY: Must have mobility to move about the agency. Must have mobility to move about the community.
- LIFTING/PULLING PUSHING: Must be able to lift up to 50 pounds.
- OTHER: Must be able to write, type and use technology.

Note: The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of Berks Counseling Center. Berks Counseling Center is an equal opportunity employer.

CASE MANAGER – Signature / Date

PROGRAM COORDINATOR – Signature / Date

PRINTED NAME

PRINTED NAME