







JOB POSITION DESCRIPTION

EMPLOYEE NAME:	DATE:			
POSITION:	Case Manager			
RESPONSIBLE TO:	Clinical Director			
SUPERVISED BY:	Clinical Director			
POSITION/INDIVIDUALS SUPERVISED:	None			
INTERRELATIONSHIPS:	Maintains open communication lines with facility staff, attending clinicians and physicians, patients and families. Liaisons with community agencies, vendors, and payor of health services.			
POSITION PURPOSE				
Executive and Clinical Director. The Case Manage Master Treatment Plan, and assists in coordinating responsibility for maintaining communication with He/She will be responsible for providing support to				
POSITION REQUIREMENTS/QUALIFICATIONS DESIRED:				
1. EDUCATION:	Associates Degree or equivalent, or meets experience requirement.			
2. EXPERIENCE:	One to Three Years of work experience in substance abuse and/or mental health field, preferred.			
4. SKILLS/ABILITIES: 7. AGE SPECIFIC INDIVIDUALS SERVED/RESPONSIBILITY:	Demonstrates Proficiency in Communication & Written skills. Knowledge of State & Federal Statutes Regarding Patient Confidentiality laws. Knowledge of Drug-Free Workplace Policies. Knowledge of Workplace Violence. Knowledge of Corporate Integrity & Compliance Program. Demonstrates knowledge of Substance Abuse experience. Adults			
8. OTHER QUALIFICATIONS:	Familiar with community resources and BTC policies and procedures			

9. EMPLOYEE CLASSIFICATION:	Non-Exempt			
WORKPLACE ENVIRONMENT				
1. ENVIRONMENTAL CONDITIONS:	Position is required to work in a temperature-controlled environment; 80% - 90% of the time spent indoors.			
	Potential exposure to violent situations.			
	Potential exposure to airborne/blood-borne pathogens or other potentially infectious materials.			
2. MACHINES/EQUIPMENT USED:	Computer Calculator			
	Fax Machine Xerox Machine			
	Telephone System			
	Electronic Charting Kipu (EMR)			
4. JOB CATEGORY UNIVERSAL PRECAUTIONS:	Routine tasks no high exposure to blood, body fluids, or tissues (although situations may arise in which the employee might encounter potential exposure to any of the above).			
5. PERSONAL PROTECTIVE EQUIPMENT:	Utilize Universal Precautions when needed.			
6. POTENTIAL WORKPLACE HAZARDS:	Med /High			
7. POTENTIAL WORKPLACE VIOLENCE:	Med /High			
OTHER AREAS				
1. SUPERVISION PROVIDED TO POSITION:	On a monthly basis, direct supervision is provided in either an individual and/or group setting.			
2. PERFORMANCE/PROFICIENCY STANDARDS:	Performance standards are integrated within the position responsibilities. The principle functions of the position identified shall not be considered as a complete description of the all the work requirements and expectations that may be inherent in the position.			
3. REASON FOR JOB RESPONSIBILITY/FUNCTION:	See Attachment			

SPECIFIC AREAS OF RESPONSIBILITY TO POSITION

- 1. Review assessments from referring facilities and note problems/issues that require further attention
- 2. Contact referral source and other key individuals to gather additional information as necessary
- 3. Present psychosocial and diagnostic information to treatment team in a clear, concise manner
- 4. During first session with patient, review initial treatment plan, including case management issues and be sure that patient and staff assignments and responsibilities are understood and in progress
- 5. Formulate a comprehensive treatment plan with patient that effectively addresses patient issues, as it pertains to continuing care, and is completed within established time frames
- 6. Develop clearly stated treatment goals and objectives that are measurable
- 7. Develop interventions that will accomplish goals and objectives and state the planned frequency of interventions as it pertains to continuing care.
- 8. Document the patient's progress accurately as it relates to case management
- 9. Continue treatment planning process throughout patient's stay in treatment, as it pertains to medical, legal, and employment issues, opening new problems and developing or revising treatment plans as necessary to assist in continuing care.

- 10. Address problem behaviors
- 11. Create atmosphere in which self-disclosure is facilitated
- 12. Adhere to time schedules
- 13. Provides case management to patients at least one (1) times per week or more frequently if needed
- 14. Assist patients gain insight into problems
- 15. Assist patients in understand treatment goals as it pertains to continuing care plan
- 16. Enforce program rules and regulations in a firm but fair manner
- 17. Confront counter-productive behavior appropriately
- 18. Bond with patients and elicit respect
- 19. Adapt to different types of patients
- 20. Identify patient strengths and weaknesses
- 21. Maintain healthy boundaries
- 22. Understand and apply the program's clinical philosophy
- 23. Maintain regular contact and open communication with families
- 24. Assist families in finding resources to help themselves
- 25. Link patient with internal and external resources as needed to meet patient needs
- 26. Maintain contact with referral source and other key individuals
- 27. Assist patient in managing outside stressors (legal, financial, vocational, etc.) according to the best interests of the patient's progress in recovery
- 28. Use good clinical judgment in moving patient through treatment levels
- 29. Prepare patient to maintain recovery post-discharge
- 30. Develop a discharge plan that meets patient needs for ongoing support
- 31. Gather comprehensive diagnostic information through the Addiction Severity Index Case Management section: Medical, Employment, Legal
- 32. Assist in clinical interventions and staffing of patients if needed.
- 33. Administer the Coolidge Assessment Battery Pre and Post assessment.
- 34. Charts will be audited for compliance from the Clinical Case Manager Coordinator.
- 35. Will work with Clinical Case Manager Team Leader to maintain compliance and patient care.
- 36. Demonstrates ability to work with Substance Abuse and or Mental Health clients.

Specific areas of responsibility to all positions;

- 1. Assists, promotes, and carries out philosophy of treatment.
- 2. Build positive relationships with staff and clients.
- 3. Represents the program to referral sources, potential patients, and other outside individuals and agencies in a courteous, professional manner that reflects positively on the program and its staff.
- 4. Answer telephones courteously and directs calls as requested.
- 5. Protects the confidentiality of patients and the privacy of staff.
- Uses computer to type correspondence, reports and other items as requested, ensuring that typing is accurate, as needed by position.
- 7. Notes patient care and environmental issues and communicates with appropriate staff.
- 8. Accepts and utilizes supervision.
- 9. Addresses problems noted by supervisor.
- 10. Understand and apply the program's philosophy
- 11. Demonstrate good strategic and problem-solving skills
- 12. Ensure that documentation is timely, consistent, clear and articulate
- 13. Keep records secure at all times.
- 14. Communicate with supervisor and keep supervisor informed of significant developments
- 15. Demonstrate willingness to accept responsibility.
- 16. Participate in Quality Improvement activities and contribute to the welfare of the organization
- 17. Pursue professional development through participation in education and training programs.
- 18. Has good work habits; get things done a timely, efficient, manner with no excessive absences; is on time on scheduled shifts and prepared to begin work.
- 19. Function well as a team member and contribute positively to the morale of staff
- 20. Maintain good communication.
- 21. Willingness to be a team player.
- 22. To complete Incident reports as required.
- 23. To communicate with other staff as necessary to promote quality patient care.
- 24. Interact appropriately with patients, showing them respect while maintaining professional boundaries.

- 25. Maintain professional demeanor at all times.
- 26. Maintains the offices, residences, equipment and services of in a manner that preserves the dignity and provides for the comfort and safety of all individuals admitted for treatment as well as staff and visitors
- 27. Follows Infection Control guidelines at all times.
- 28. Reports personal symptoms of suspected illness or contagious diseases to the Infection Control Nurse
- 29. Maintains a good public relation with the addiction treatment community and associates.
- 30. Demonstrates adherence to accepted ethical and behavioral standards of conduct.
- 31. Performs other duties as assigned by Supervisor

CERTIFICATION OF RECEIPT AND UNDERSTANDING					
		aplete copy of my position description has a property of the service of the servi			
Employee Signature	Date	Supervisor Signature & Title	Date		