



## JOB POSITION DESCRIPTION

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

<b>POSITION:</b>	Case Manager
<b>RESPONSIBLE TO:</b>	Clinical Director
<b>SUPERVISED BY:</b>	Clinical Director
<b>POSITION/INDIVIDUALS SUPERVISED:</b>	None
<b>INTERRELATIONSHIPS:</b>	Maintains open communication lines with facility staff, attending clinicians and physicians, patients and families. Liaisons with community agencies, vendors, and payor of health services.
<b>POSITION PURPOSE</b>	
The Case Manager is responsible for performing a wide variety of patient care activities as directed by the Executive and Clinical Director. The Case Manager will collaborate with the Treatment Team to formulate the Master Treatment Plan, and assists in coordinating discharge planning. The Case Manager could have the responsibility for maintaining communication with the referral source and other services provided as needed. He/She will be responsible for providing support to members of the Clinical Team.	
<b>POSITION REQUIREMENTS/QUALIFICATIONS DESIRED:</b>	
<b>1. EDUCATION:</b>	Associates Degree or equivalent, or meets experience requirement.
<b>2. EXPERIENCE:</b>	One to Three Years of work experience in substance abuse and/or mental health field, preferred.
<b>4. SKILLS/ABILITIES:</b>	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.
<b>7. AGE SPECIFIC INDIVIDUALS SERVED/RESPONSIBILITY:</b>	Adults
<b>8. OTHER QUALIFICATIONS:</b>	Familiar with community resources and BTC policies and procedures



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.
6. 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**

I hereby certify that I have reviewed a complete copy of my position description and workplace environment and understand my duties, responsibilities and workplace environment as described in the job description. I agree to perform the duties herein.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature & Title

\_\_\_\_\_  
Date