

NEW LIFE COMMUNITY SERVICES (NLCS), SANTA CRUZ, CA

JOB DESCRIPTION

Title: Case Manager	Date Written: 12/2016
Supervisor: Clinical Supervisor	Last Reviewed/Revised Date: 10/2017
FLSA Designation: Exempt	Approved by: Anna Phillips, MA, Executive Director

JOB SUMMARY: Under the supervision of the Clinical Supervisor the Case Manager is the first point of contact for all client issues as related to day to day program function and serves as the primary support for all clients and community partners. The NLCS: GEMMA Case Manager role is an essential part of the recovery program and team.

ESSENTIAL DUTIES

- Conduct daily check ins with clients regarding schedule, chores, program participation/expectations, and other support that might be needed for success.
- Assist clients in basic job seeking skills, such as resume building and interview skills.
- Assist clients in completing various types of applications for community support services.
- Provide weekly individual and daily group therapy.
- Conduct crisis interventions, as needed.
- Answer incoming phone calls to NLCS: GEMMA.
- Manage payments received from clients and assist in tracking client incentives
- Effectively handle security, safety and cleanliness issues as they arise.
- Maintain and monitor facility to ensure a stable, safe, and clean environment.
- Keep accurate, timely, and detailed records. This includes updating staff log books, charting, and other tracking tools, paper or online, as required for contract compliance.
- Provide transportation for clients to community appointments as related to program requirements
- Participate in all required staff meetings, including weekly case conference, monthly all hands, trainings (both on-site and off-site), and county appropriate meetings.
- Conduct Urinary Analysis and breathalyzer testing, as needed
- Perform other tasks as assigned by supervisor, as needed in emergencies, or supporting other staff with supervisor approval.

EDUCATION REQUIRED:

- High School Diploma or higher;
- Completion of addiction counseling program or currently enrolled

LICENSES/CERTIFICATIONS REQUIRED:

Certified Drug and Alcohol Counselor, Registered CCAPP Intern, or Registered MA level intern with BBS, preferred.

KNOWLEDGE REQUIRED:

Basic knowledge concerning substance abuse screening and referral. Knowledge of addiction, abuse, trauma, mental health, special needs, and the signs thereof. Knowledge of pertinent laws, regulations, and best clinical practices with a focus on high quality. Proficiency in personal computer use with Microsoft Office products including Word and Excel.

SKILLS/APTITUDES/TEMPERMENTS:

- Ability to present information or ideas clearly in English, both orally and in writing. This includes ability to proofread and use correct spelling, grammar and punctuation, and ability to write correspondence and memos.
- Ability to problem solve and resolve conflicts especially in high pressure situation.
- Ability to adapt to situations and understand other's feelings and personal viewpoints.
- Ability to work with and relate to other professionals.
- Ability to work and function as a team member.
- Bilingual (Spanish/English) preferred

PHYSICAL DEMANDS

The job is primarily sedentary with walking and standing as is necessary to carry out the job duties. Normal lifting and/or carrying is limited to approximately 15 lbs., with occasional lifting up to 25 lbs. Heavier items are moved by using proper material handling equipment, assistance from another person or by work order request.

Normal or corrected talking, hearing and seeing abilities are sufficient to perform the required tasks.

Duties and responsibilities may be added, deleted or changed at any time at the discretion of management, formally or informally, either orally or in writing.

My signature acknowledges that I have read and understood the job description.

Signature		Date
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