

ICM Coordinator-Drug & Alcohol

The Intensive Case Management (ICM) Unit provides case management/service coordination to any resident of Allegheny County in need of substance use/abuse case management services and who volunteers for such services. The ICM Coordinator provides leadership, direction and supervision to the Bureau of Drug and Alcohol Services Intensive Case Management Unit. Incumbent prioritizes and manages referrals, assignments, daily operations, record keeping and status reporting for the County supported D&A Intensive Case Management Unit. In addition, Coordinator will provide regular updates, outcome data and indentifies and recommends solutions to service gaps. Additional responsibilities will include:

- * Managing the delivery of support and recovery services for clients with addictive disorders who have requested and are receiving D&A intensive case management (ICM) services.
- *Supervising the ICMs located in Greentree; guiding and assisting with identifying needs and strengths of individuals, making services accessible; ensuring services are tailored to individual needs and are holistic in approach to treatment and aftercare.
- *Ensuring that ICMs promote self-empowerment by encouraging clients to learn the necessary skills to achieve and maintain self-sufficiency and recovery from substance use disorders.
- *Assisting the D&A Quality Assurance Coordinator with systems improvement when necessary by promoting services integration and coordination among providers.
- *Conducting routine staff meetings with ICM team. Monitoring caseloads, case notes/files, record keeping and making routine status repots to D&A Quality Assurances Coordinator.
- *Working with the OBH staff on cross-system clients.
- *Assisting D&A Quality Assurance Coordinator with guidance and training of staff on all relevant central office, county, state and federal regulations and policies.

Master's/Bachelor's degree from an accredited college/university in human services or a related field, plus 1-2/2-4 years of direct drug and alcohol services and 1-2/2-4 years of drug and alcohol supervisory experience. Strong communication skills, both oral and written, task-oriented and excellent organizational skills, along with an awareness of referral resources in the County provider system are a must. Knowledge of Allegheny County drug and alcohol service system and corresponding regulations is preferred.

Interested candidates should submit resume and cover letter stating position title and referral source to:

Diversified Care Management
Attn: April Flanigan
Regional Enterprise Tower
425 Sixth Avenue, Suite 550
Pittsburgh, PA 15219
Email: careers@greatlakesresearch.com
Website: <http://www.greatlakesresearch.com>