

HUMAN SERVICES ADMINISTRATION ORGANIZATION

THE HOUGH BUILDING, 2801 CUSTER AVE., SUITE 1, PITTSBURGH, PA 15227

**Drug and Alcohol Case Management Specialist
L0686**

November 1, 2020

EMPLOYEE SIGNATURE

DATE

EXECUTIVE DIRECTOR

DATE

FUNCTIONAL DEFINITION

Provides full range of case management services for clients diagnosed with drug or alcohol problems. This person ensures that these clients have access to services in a continuum of care by identifying, referring, and authorizing appropriate services. Major responsibilities include assessment of client's needs, determining level of care, client service plans, and facilitating the client's treatment to address their problems relative to drug or alcohol usage when warranted. Must develop a rapport with client serving as their advocate, assisting throughout the provisions in their services plan, and monitoring their progress. This employee will also perform the work in accordance with established regulations, policies, procedures, and supervisory review.

DUTIES AND RESPONSIBILITIES

1. Conducts interviews utilizing the appropriate assessment practices to obtain the necessary information from client, families, and/or involved collateral for the identification of services needed.
 - a. Determines appropriate level of care based on placement guidelines.
2. Determines appropriate funding arrangements for services for clients with drug or alcohol problems.
3. Orients and guides clients through the program, policy, procedures, and treatment process:
 - a. Be the "go-to" resource for the client served
 - b. Update the client's service plan as needed

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- c. Coordinates and provides access to available alcohol and other drug or ancillary services, such as housing, childcare, medical or financial services
- d. Prepare for, facilitate service planning meetings, and provide follow-up after meetings
- e. Monitors client treatment progress
4. Maintains client service records in identified systems and ensures all documentation is complete on an ongoing basis.
5. Manage client caseload and carry out work under the direction of a Supervisor or higher level administrative personnel.
6. Monitoring of service delivery.
7. Serve as an advocate for clients
8. Perform other duties as assigned.

SKILLS AND KNOWLEDGE

- A. Preferred knowledge, training and experience in social casework principles and methods.
- B. Knowledge of addiction as a disease and its treatment.
- C. Knowledge of current social, economic, and health problems and available resources.
- D. Ability to link the client with the correct treatment facilities and human services agencies.
- E. Ability to interpret regulations, policies, and procedures and apply them accordingly.
- F. Ability to work with people from a variety of diverse agencies, backgrounds, resources, and communities.
- G. Ability to work with people with a variety of physical, emotional, or mental disabilities.
- H. Good communication skills.

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- I. Ability to work in a team-oriented atmosphere.
- J. Ability to plan and organize records, reports, and maintain a caseload in an effective and timely manner.

ESSENTIAL REQUIREMENTS

- A. Possess Act 33, 34 and FBI Clearances.
- B. Have a valid Pennsylvania motor vehicle license, access to a personal vehicle, and have maximum auto insurance on an employee driven vehicle.
- C. Ability to work independently.
- D. Full time position requiring 38.75 hours per week.
- E. Willingness to pursue a CAAP credential or other similar state (PCB) certification.

EDUCATION AND EXPERIENCE

Bachelor's Degree in Chemical Dependency, Sociology, Social Welfare, Psychology, Nursing, or a related field and one-year direct service experience performing counseling or case management work in alcohol or other drug treatment setting. Or, any equivalent combination of experience and training.

Resumes/ inquiries can be submitted directly to [Jola Blecher, LSW CAAP](mailto:jblecher@hsao.org), at jblecher@hsao.org.

<https://www.hsao.org/careers>