

Big Island Substance Abuse Council
Position Description

Print Name: _____

Title: Case Manager

Reports to: Detox/Family Center Supervisor

Department: Mohala Family Center and/or Huliha Ke Ola Detox Center

Status: Non-Exempt

Last Reviewed: 01/2025

POSITION SUMMARY	
<p>This member of the multidisciplinary team has work experience with the following populations (e.g. infants, children, adults or families). Functions as a team member of the multidisciplinary team and coordinates implementation of behavioral health/substance abuse treatment, rehabilitation, and support services. The Case Manager will work closely with the Director of Detox/Family Services to ensure the Residential, TLP, and Clean & Sober clients receive wrap around services to meet their needs.</p> <p>The Case Manager coordinates and provides care that is safe, timely, effective, efficient, equitable, and client centered. The Case Manager must be highly organized, empathetic, compassionate, nonjudgmental, and eager to help children and vulnerable adults.</p>	
POSITION QUALIFICATIONS	
Minimum Education	High School Diploma or GED.
Preferred Education/Experience	Minimum two (2) years of demonstrated case management or administration and direct services provider in a certified childcare setting with infants, children and families and may be used to meet the minimum education requirement.
Required Certification/Registration	Basic Life Support: Adult CPR and First Aid; TB Annually; CPI Annually; Valid Hawaii State Driver's License; Criminal Background check clearance; APS/CWS clearance
Equipment Used	Agency assigned computer with a variety of software applications, fax machine, copy machine, scanner, multi-line telephone, cellular phone, tape recorder, use of agency vehicle
Working Environment	Indoors, well-lit, ventilated or air-conditioned work areas. Exposure to infectious disease is a risk. Noise level in the environment is usually moderate. Verbal/physical assault is a medium risk.
Physical Requirements	<ol style="list-style-type: none">1. See attached "Expected Physical Activities"2. Frequent reading of printed materials is essential.3. Listening skills are necessary to effectively respond to staff, funding sources and clients.4. Writing skills are necessary to accurately document and maintain filing system as needed.

Case Manager

RESPONSIBILITIES
1. Carry a caseload that consists of inpatient clients. Assess clients' needs, develop a self-sufficiency plan and develop strategies to help meet needs during stay and transition plans. Monitor their progress and empower clients.
2. Intake and orient Residential, TLP and Clean & Sober clients into program and ensure they meet program requirements.
3. Develop a community resource list for clients.
4. Facilitate multiple care aspects (case coordination, information sharing, etc.)
5. Collaborate with DFS to form a plan that aligns with treatment and wellness plans. Attend clinical when designated to ensure client is receiving well rounded services. Facilitate team planning sessions with all staff to ensure well-coordinated and effective delivery of services to meet program objectives.
6. Providing support and resources for clients; good working relationship with support networks, government resources, and community resources, and making referrals.
7. Coordinating and providing care that is safe, timely, effective, efficient, equitable, and client centered.
8. Create an environment conducive to learning and appropriate to the physical, social and emotional development of children with an emphasis on language development and emergent literacy skills.
9. Record cases information, complete accurately all necessary forms and produce statistical reports.
10. Coordinate services and linkage to appropriate community resources and programs, including intensive outreach to enroll children in appropriate services, apply clients for state supportive service, etc.
11. Coordinate access to health insurance for parents; assurance to tuberculosis (TB) testing, preventative health visits and ob/gyn screens, and assurance that medical and/or dental conditions have been addressed.
12. Coordinate (for children) dental health, TB screens, developmental screens, and immunizations that must be addressed, as well as any other medical conditions, which may exist.
13. Assume case management responsibility for developing, writing, implementing, evaluating and revising individual family service plans in conjunction with CWS, staff, the interagency disciplinary team and client.

14. Educate and support clients' families, and advocates for clients' rights and preferences.
15. Refer parents to community resources for the development of social support, financial planning, housing, vocational skills, health insurance and nutrition, etc.
16. Provide Quality Assurance to include weekly chart reviews.
17. Responsible for designing, implementing program schedule and staffing plan that follows all State, Federal and CARF accreditation.
18. Document client progress to maintain a permanent record of client activity according to established methods and procedures within 48 hours of client contact.
19. Responsible for collecting data and prepares monthly, quarterly and annual reports.
20. Provide parent education to the individual, group or family.
21. Create and maintain a safe and stimulating environment for infants and children (ages 0-12) as well as their parents.
22. Ensure compliance and submission of all Occurrence Incident Report (OIR). Must be timely, accurate and documented accordingly.
23. Conduct treatment plan reviews to ensure prescriptions/OTCs are entered and are consistent with MARS.
24. Conduct monthly and/or quarterly inspections of all TLP houses to ensure OHCA compliance.
25. All other duties as assigned.
REQUIREMENTS
26. Prepare written and electronic reports as requested.
27. Willingly performs other duties/responsibilities as requested.
28. Attend administrative and clinical meetings as requested.
29. Attend workshops, seminars, and trainings as requested by Supervisor.
30. Demonstrate behavior that is professional, ethical and responsible.
31. Demonstrate an understanding of the current Federal and State laws governing the issues of confidentiality to include HIPAA (Health Insurance Portability Accountability Act, 1996) laws and 42CFR

32. Communicate and interact with community stakeholders in a positive, constructive and empathetic manner.
33. Demonstrate an understanding of the nature of substance use, abuse and alcoholism/addiction and co-occurring disorders
34. Project a professional manner in conduct, dress and language always. Maintain a professional relationship with staff and clients, insuring boundaries and ethics are always adhered to.
35. Possess advanced computer skills and strong written & oral communication skills
36. Adherence to BISAC's Code of Ethics, Employee Handbook Policies and Procedures

I acknowledge that I have read and understand my job duties and what is expected of me.

Employee Signature

Date

Human Resources Signature

Date

*I have received a copy of the position description. _____ (please initial)