

# Big Island Substance Abuse Council

## Position Description

Title: Case Manager  
 Reports to: Director of Family Services  
 Department: Adult Services  
 Status: Exempt

Reviewed: 9/19/24

<b>POSITION SUMMARY</b>	
<p>This member of the multidisciplinary team has work experience with the following populations (e.g., infants, children, adults or families). Functions as a 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 Family Services to ensure the Residential, TLP, and Clean and Sober clients receive wrap around services to meet their needs.</p> <p>The case manager Coordinates and provide 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>	
<b>POSITION QUALIFICATIONS</b>	
Minimum Education	High School Diploma
Preferred Education/Experience	Minimum five (2) years of demonstrated case management or administration and direct services provider in a certified childcare setting working with infants, children and families and may be used to meet the minimum education requirement.
Required Certification/Registration	State of Hawaii Certified Substance Abuse Counselor (CSAC) or active plan to obtain CSAC on file.  Basic Life Support: CPR (Adult/Pediatrics); First Aid; TB Annually; CPI Annually; Valid Hawaii State Driver's License; Criminal Background Check clearance; APS/CWS clearance
Specific Competencies	Refer to attached Performance Standards/Indicators. Participates and maintains competencies/skills required for the positions
Equipment Used	Personal computer with a variety of software applications, fax machine, mode, cellular phone, multi-line telephone, VCR/DVD machine, TV, tape recorder, operate a van/car, drug testing kits
Working Environment	Indoors, well ventilated or air-conditioned office, frequent visits to court, physicians' offices, criminal justice staff, health care and community behavioral health clinics, occasionally in company

	van. Exposure to infectious disease is a risk. Verbal/physical assault is a risk. Noise level in the environment is usually moderate.
Physical Requirements	<ol style="list-style-type: none"> <li>1. See attached “Expected Physical Activities”</li> <li>2. Ability to assist with direct consumer care;</li> <li>3. Have a firm grasp of English language; be able to communicate effectively, both verbally and in writing</li> <li>4. Listening skills necessary to effectively respond to staff, physicians, and consumers</li> <li>5. Occasionally presenting before a group or class</li> </ol>
Special Demands	Must have strong commitment and ability to work with adults, infants and children ranging from infants to 12 years old. Ability to create and maintain a safe and stimulating environment for infants and children (ages 0-12). Ability to support, work towards providing or linking each parent and their children with housing that permits independent living, services which support employability, and access to helpful, adequate, competent, and continuous supports and services that support goals of family reunification and family preservation.
Ages of Clients Served	Adults, infants and children ranging from infant to 12 years old
<b>RESPONSIBILITIES</b>	
	1. Carry a caseload that consists of inpatient clients. Assess client’s 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 TLP and clean and sober client’s 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 full 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 services, 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 consumer
14. Educate and support consumers' families, and advocates for consumers' rights and preferences
15. Refer parents to community resources for the development of social support; financial planning; housing; vocational skills; health insurance; 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 consumer progress to maintain a permanent record of consumer activity according to established methods and procedures within 48 hours of consumer 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 Reports (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)

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. Demonstrate a basic understanding of the function and requirements of the various managed-care companies and Hawaii state related agencies, as well as the contractual requirements of all contracts, grants and funding sources