

CASE MANAGER I (SUBSTANCE ABUSE)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class is responsible for counseling and conducting outreach activities as part of a comprehensive professional program designed to provide treatment and rehabilitation services for patients with problems of substance abuse; support services for their families; and liaison with other County, local and community agencies for referral purposes. Work also involves a great deal of community interaction to be able to conduct outreach; develop public awareness; serves as advocate with other agencies; and establish referrals. This is the entry-level counselor position of this series during which incumbents gain experience and are expected to work on meeting qualification requirements for certification by the New York State Office of Alcoholism and Substance Abuse Services. Supervision is not a regular responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Formulates treatment plans and conducts regular individual and/or group counseling sessions with patients and their families on an assigned caseload basis for the purpose of treatment and rehabilitation;

Administers weekly breathalyzer tests for the purpose of detecting the presence of alcohol; administers monthly two random urine analyses to test for the presence of alcohol/drugs and the presence of marijuana in clients;

Conducts follow-up services to insure the continuation and success of the rehabilitation and to provide support or assistance, as needed;

Contacts other county, local, and community agencies to advocate or access their services on behalf of the patients;

Compiles reports on the progress of the patient, making recommendations for additional services which might be helpful to promote rehabilitation;

Attends meetings and conferences at the various community agencies mentioned above for the purpose of providing information about service goals and objectives, and to provide consultation on the special needs of patients;

Makes contacts with community agencies to explore the possibilities of program expansion to better serve the needs of clients;

Attends multi-disciplinary staff meetings to discuss and evaluate ongoing treatment and rehabilitation services for the patient/client and their families;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of the dynamics of the disease of alcoholism and/or substance abuse, including both the physical and psychological effects of alcohol and drugs, both to the patient and family members, and the modern methods for rehabilitative treatment; familiarity with the community, public and local agencies which provide services for patients with alcohol and substance abuse; ability to work with alcoholic and substance abuse clients in a manner which is dependable, consistent, supportive and sympathetic; ability to establish and maintain effective working relationships with both lay and professional persons, and also with people from a wide range of socio-economic and ethnic backgrounds in a stressful environment; ability to communicate effectively orally and good writing skills; ability to evaluate a problem related to alcoholism and substance abuse, and assist clients and/or their families to arrive at solutions which are workable within their individual socioeconomic environment; ability to operate breathalyzer and urine screening equipment; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; sensitivity; tact; discretion; resourcefulness; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and four years of work experience, including one year of experience where the primary function of the position was in a narcotic or alcoholic treatment, prevention, and/or rehabilitation program, assisting in or performing counseling, casework or social work for clients or patients.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Bachelor's Degree* may be substituted on a year for year basis for up to three years of the above stated general experience. Satisfactory completion of 30 credits* in psychology, social work, sociology, rehabilitation, and/or counseling, or closely related field may be substituted for the one year of specialized experience.

NOTE: Two years of verifiable, related, full-time equivalent volunteer experience may be substituted for each year of the above stated general experience. One year of verifiable, full-time equivalent volunteer experience working directly with alcoholic and/or substance abuse patients or clients and their families under professional supervision by a qualified health professional as defined by the New York State Office of Alcoholism and Substance Abuse Services (NYSOASAS) may be substituted on a year for year basis for the above stated specialized experience.

*SPECIAL NOTE: Education beyond the secondary must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post secondary degree granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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Job Group: VII