

## CASE MANAGER I (SUBSTANCE ABUSE - SPANISH SPEAKING)

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 Spanish-speaking 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 interaction with the Spanish-speaking community to be able to conduct outreach; develop public awareness; serve 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 Division of Alcoholism and Alcohol Abuse. Duties require proficiency in both Spanish and English, providing interpretive services and information services. Supervision is not a regular responsibility of this class. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both the Spanish and English languages;

Formulates treatment plans and conducts regular counseling and therapeutic sessions with spanish-speaking patients with problems of substance abuse 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 random urine analysis to test for the presence of alcohol/drugs/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 (i.e., Employees Assistance Program, Domestic Violence Unit, Task Force on Women and senior citizen groups, schools, community leaders, etc.) in order to engage 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;

Maintains liaison and conducts outreach with the Spanish-speaking community for the purpose of providing information about the Alcoholism Treatment Services goals and objectives, and to provide consultation on the dynamics of the disease of alcoholism and the special needs of clients/patients with problems of substance abuse;

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

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

EXAMPLES OF WORK (Illustrative Only)

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 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 problems; 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; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to communicate effectively in English, both orally and in writing; 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, email and database software in performing work assignments; 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 level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department 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.

West. Co.  
J. C.: Competitive  
WPP1

Job Class Code: C2545  
Job Group: VII