

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

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent 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. This class requires knowledge of the needs of patients with problems of substance abuse, and their families, to be able to promote rehabilitation. Work also involves a great deal of interaction with the Spanish speaking community to be able to conduct outreach programs, develop public acceptance of the goals of the program; serve as advocate for the patient with other agencies; and establish referral services with other agencies. The duties require proficiency in both Spanish and English, providing interpretive services. This position is distinguished from the Case Manager I (Substance Abuse-SS) position by the special (CAC or CSAC) credentials required at the higher level. Supervision may be exercised over a small number of community workers, volunteers, and clerical support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

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

Performs intake evaluations of Spanish speaking patients with problems of alcoholism and/or substance abuse for the purpose of gathering the social and medical history of the clients and their families;

Formulates treatment plans and conducts regular counseling or therapeutic 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 random urine analyses 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, if required;

Contacts other County, local and community agencies (i.e. Employees Assistance Program, Domestic Violence Unit, Task Force on Women and Alcoholism, Community Mental Health Clinics, adult education groups, senior citizen groups, schools, community leaders, etc.) in order to engage their services on behalf of the patient;

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 as to the Westchester County Medical Center Alcoholism Treatment Services' goals and objectives, and to instruct them in the dynamics of the disease of alcoholism and the special needs of clients/patients with problems of substance abuse;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Makes contacts with community agencies to explore the possibility of expanding their services or creating new programs to serve the needs of Spanish speaking clients and their families;

Conducts studies and makes recommendations for expanding the services of the Westchester County Medical Center Alcoholic Treatment Service Program or developing new ones;

Writes material in Spanish such as pamphlets and brochures to provide the public with information regarding the services available through the ATS program;

Attends multi-disciplinary staff meetings to promote comprehensive treatment and rehabilitation services for the patient/clients and their families;

Trains, evaluates and supervises community workers and volunteers;

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

May perform incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good 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; good knowledge of the community, public and local agencies which provide services for patients with alcohol and substance abuse problems; skill in working 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; skill in evaluating problems related to alcoholism and substance abuse, and assisting 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, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; sensitivity; tact; discretion; resourcefulness; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of an equivalency diploma and five years of work experience, including two years of experience where the primary function of the position was in a narcotic or alcoholic treatment, prevention, and/or rehabilitation program, 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 one year of specialized experience. There is no substitution for one year of the 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 for one year of above stated specialized experience. There is no substitution for one year of the specialized experience.

SPECIAL REQUIREMENTS:

1. Must be credentialed as a Credentialed Alcoholism Counselor or Credentialed Substance Abuse Counselor by the New York State Office of Alcoholism and Substance Abuse Services.
2. Must demonstrate an ability to read, speak, and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test.
3. Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment.

\*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.  
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Job Group: IX