

CASE MANAGER II (SUBSTANCE ABUSE - SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for counseling and conducting outreach activities as part of a comprehensive professional program designed to provide evaluation and case management 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 position requires knowledge of the needs of patients with problems of substance abuse, and their families in order to promote rehabilitation. Work also involves a great deal of community 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) position by responsibility for handling more complex cases and cases with multiple abuse issues, as well as the requirement to possess the Credentialed Alcoholism and Substance Abuse Counselor (CASAC) certification. Supervision may be exercised over a small number of community workers, volunteers and entry-level case managers. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

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

Prepares written reports such as progress notes, treatment plans, statistical reports, discharge plans, etc.;

Performs assessment of 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 individual and/or group counseling sessions with patients and their families on an assigned caseload basis for the purpose of treatment and rehabilitation;

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 promote rehabilitation;

Attends meetings and conferences at the various community agencies mentioned above for the purpose of providing information related to client 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;

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

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Conducts studies and makes recommendations for expanding or developing services for patients with problems of alcoholism and/or substance abuse;

Writes material such as pamphlets and brochures to provide the public with information regarding services provided;

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

May administer weekly breathalyzer tests, depending on assignment, for the purpose of detecting the presence of alcohol; administers semimonthly random urine analyses to test for the presence of alcohol/drugs and the presence of marijuana in clients;

May train, evaluate and supervise community workers, volunteers and entry-level Case Managers as required;

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the dynamics of substance abuse and the disease of alcoholism, 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 in a manner which is dependable, consistent, supportive and sympathetic; good knowledge of community, public and local agencies which provide services to alcoholics and substance abusers; skill in establishing and maintaining effective working relationships with both lay and professional persons and with people from a wide range of socio-economic and ethnic backgrounds in a stressful environment; skill in evaluating problems related to alcoholism and substance abuse and assist clients and/or their families to arrive at solutions which are workable within their individual socio-economic environment; ability to operate breathalyzer and urine screening equipment; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, 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: A Bachelor's Degree* in psychology, social work, sociology, counseling, or closely related field, certification as a Credentialed Alcoholism Counselor or Credentialed Substance Abuse Counselor, by the New York State Office of Alcoholism and Substance Abuse Services, and either: (a) one year of experience where a primary function of the position was in providing counseling to individuals with substance abuse or mental health issues; or (b) one year of experience in casework** or social work for individuals with substance abuse or mental health issues.

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree* in the health or human services field may be substituted for the one year of required experience.

**DEFINITION: Casework is defined as maintaining a caseload of clients, which includes making assessments and referrals for services, coordinating those services and conducting follow up visits to continually reassess client needs.

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

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.