



Putting Veterans First Since 1992  
**NEW DIRECTIONS** *for* **VETERANS**

### Position Description

Title	Case Manager
Reports to	Program Manager, GPD
Location	Building 116
Type	Non-Exempt, Regular Full-Time

#### How this position supports our Mission

The Case Manager works directly with participants in Clinical, Low Demand or Bridge Programs to provide services consistent with the program and the individual needs of their clients.

#### Responsibilities:

- Serves as the Single Fixed Point of Responsibility (SFPR) for the coordination of care for each veteran in their case load.
- Provides recovery-based services, including assessment, case management, crisis intervention, group trainings and skills training to clients served by the program.
- Develops individualized treatment plans, support and monitors progress in achieving goals. Provides ongoing support, crisis intervention and relapse prevention support through individual counseling, groups and seminars.
- Oversees participant's daily activities; coordinates medical, legal, dental and/or psychological services as needed. Provides services appropriate to the participant.
- Assists residents in planning each phase of their development, including job training, education and money management, public benefits, housing, income and mental health resources and Medical.
- For Clinical participants, assess level and degree of substance abuse problems and aids in determining course of treatment and recovery when assigned Clinical Program participants.
- Work collaboratively with treatment team members, including supervisor, case managers, peer counselors, volunteers, and psychiatric consultants in a helpful and supportive manner to provide coordinated care that is consistent with the program philosophy or mental health recovery.
- Responsible for conducting pre-placement screening in a manner that strives to achieve high probability for housing retention, appropriate supportive services and an enhanced living situations.
- Completes all Charting and Documentation requirements as required in order to remain compliant with program and funding reimbursement guidelines. This includes completing all assigned Intake Documents, Discharge Paperwork and daily progress notes and Units of Service Logs within the specified timeframes.
- Ensures data quality, accuracy of client files and records, complete paperwork and comprehensive outcomes tracking in the areas of housing, case management, savings, job attainment and retention, (if capable of working), goal setting and client progress, program intake and exit, meetings, support groups, referrals and other related activities and client interactions for internal and external purposes including: coordination of services, program impact evaluation, and compliance.
- Maintains client files through the appropriate HMIS system and maintains ongoing files.
- Communicates with Program Manager, NDVET's Senior management, VA Liaison, as appropriate on barriers or challenges to the effective delivery of services.
- Participate in conferences, workshops, special projects, staff training and other duties as assigned.

### **Required Skills**

- Possess excellent organization skill, time management, ability to multi-task and demonstrate initiative and follow through. Be detail oriented, able to set priorities, meet deadlines, maintain a professional attitude, conduct and appearance at all times.
- Skilled in motivational interviewing, ability to effectively work in a harm reduction environment
- Working knowledge of community resources as they relate to substance abuse as well as experience working with a multidisciplinary treatment team.
- The ability to interact and support staff and clients with a diverse cultural, ethnic and economic backgrounds.
- Proficient in basic office software including word, excel, outlook and HMIS and other related social services data collection programs with the ability to write business correspondence and present information in one on one and small group settings.

### **Education & Experience**

- BS or BA in related area of study for this position is preferred. Relevant work experience may be considered in lieu of educational background.
- Possess a Drug and Alcohol Certification or be able to obtain a certification within six months of hire, if hired for Clinical caseloads.
- Three years of experience working with social model recovery program and/or experience with a therapeutic community preferred.

### **Other Requirements**

- Provide Employment Eligibility Verification.
- Complete a background screen and drug test.
- Valid Driver's License, reliable transportation, current vehicle registration, proof of insurance and the ability to be insured by New Directions.
- Provide annual evidence of tuberculosis test. Complete bi-annual CPR Training.

### **Work Environment and Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- In this position you will be in contact with individuals in crisis who may be ill, using alcohol and drugs, have mental illnesses, and who may not be attentive to basic personal hygiene, health and/or safety practices. You may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and/or lack of personal hygiene. As a result you must be prepared and able to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.
- High level of concentration and attention to detail for extended periods of time required.
- Ability to communicate effectively using all methods of communication with residents, individuals in the organization at all levels, outside agencies, partner organizations and consultants.
- Ability to quickly organize and communicate thoughts and to understand communications from others.
- Ability to see, hear, and talk clearly in order to receive instruction and to give instructions to others.
- Ability to work independently, with others, around other, have verbal contact with others, face-to-face contact with others and prioritize work and make decisions.
- This is active work in a residential setting. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 25 lbs.



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### Job Description Acknowledgement

I have received, reviewed and fully understand the job description for Case Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name: \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature: \_\_\_\_\_

*The employer is an "equal opportunity employer." The employer will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex.*