

**ADAMS COUNTY
SUMMARY JOB DESCRIPTION**

Position: RNP Case Manager
Department: Integrated Health Care Services
Program: SUD/Recovery Navigator Program

Position Number: 1040030
Classification: Non-Represented Range 13
Positions: 1.0 FTE

1.0 MAJOR FUNCTION AND PURPOSE

1.1 The Case Manager provides outreach, engagement, and intensive case management services to individuals referred by law enforcement, community-based organizations, emergency medical services, and other individuals and organizations who might come in contact with an individual who could benefit from program services from the Recovery Navigator Program (RNP). The Case Manager will provide direct services to a case load of approximately twenty (20) individuals. Case managers provide outreach, long-term engagement, and supportive services for participants through intensive case management activities and collaboration with the Spokane Regional Behavioral Health Administrative Service Organization (SCRBH-ASO), Managed Care Organizations, local partners, service providers, housing providers, and other community organizations.

2.0 SUPERVISION RECEIVED

2.1 Persons in this position are given some discretion, within the scope of policy and regulations, in the routine performance of their duties. Supervision and guidance are received from the Substance Use Disorder Clinical Director or designee.

3.0 SUPERVISION EXERCISED

3.1 Persons in this position do not routinely supervise anyone.

4.0 REQUIRED DUTIES AND RESPONSIBILITIES

- 4.1 Maintain a participant caseload within the uniform program standards.
- 4.2 Engage participants at the referral location, in the community, or at social services provider facilities to establish a working relationship and offer services.
- 4.3 Provide assessment of individuals' needs to determine stressors and targeted intervention points including housing, income, food, or other needs to improve the individual's overall stability and functioning.
- 4.4 Assist participants in gaining access to a variety of funding programs i.e., SSI, ABD, VA.
- 4.5 Assist participants in finding housing and maintaining occupancy.
- 4.6 Utilize Golden Thread service coordination to assist the individual with developing an individualized service plan based upon individual strengths; encourage and promote a strength-based environment to assist individuals in meeting their individual goals.
- 4.7 Develop and maintain a working relationship with crisis stabilization facilities, crisis responders, Evaluation and Treatment facility staff, DSHS workers, substance use disorder treatment providers, mental health providers, health care providers, shelter providers, landlords, withdraw management centers, assessment center staff, protective or representative payees, and other community programs which may support participants.
- 4.8 Provide structured Intensive Case Management services consistent with program policies.

- 4.9 Develop and maintain collaborative relationships with local partners including local law enforcement and fire departments.
- 4.10 Provide advocacy and support for participants within the criminal justice system including court appearances and written communication.
- 4.11 Attend regularly scheduled Recovery Navigator Collaborative Meetings and trainings.
- 4.12 Advocate for participants with a wide variety of services providers to assist participants in navigating barriers to access.
- 4.13 Attend stakeholder work groups and committees to represent the experiences of program participants.
- 4.14 Articulate their own recovery, resilience, and lived experience in ways that are relevant to the obstacles faced by individuals referred to the program, to build rapport and buy in from referred individuals.
- 4.15 Develop and maintain participant files for assigned caseload according to program, contract, and state requirements.
- 4.16 Maintain Federal and State laws on compliance, confidentiality, and security protocol.

5.0 REQUIRED KNOWLEDGE AND ABILITIES

- 5.1 Knowledge of challenges faced by the socioeconomically disadvantaged, individuals with disabilities, and populations disproportionately impacted by the criminal legal system.
- 5.2 Knowledge of case management approaches, service referral and available community resources, and recovery supports and organizations for those with substance use and co-occurring disorders.
- 5.3 Knowledge of the regional system of care including mental health agencies and substance abuse and recovery services.
- 5.4 Knowledge of community resources, housing providers, federal and state entitled benefits, and other programs individuals may qualify for.
- 5.5 Knowledge of common mental health and substance use disorder diagnoses.
- 5.6 Knowledge of relevant program requirements, policies, and procedures.
- 5.7 Knowledge of relevant Federal and State laws, rules, and regulations, including HIPAA and 42 CFR part 2.
- 5.8 Ability to engage with the public in a professional, courteous, and calm manner, often under stressful situations.
- 5.9 Ability to communicate effectively, both orally and in writing, with culturally, socially, and economically diverse populations.
- 5.10 Ability to build and maintain positive relationships with clients, co-workers, and community agencies/partners.
- 5.11 Ability to work both independently and as a member of a team.

- 5.12 Ability to accept persons who may be different from yourself.
- 5.13 Ability to exercise tact and discretion in obtaining cooperation of others.
- 5.14 Ability to maintain a professional demeanor during stressful and/or hostile situations.
- 5.15 Ability to develop a therapeutic alliance with individuals in services, demonstrating empathy and positive regard.
- 5.16 Ability to work on a long-term basis with individuals with serious mental illness and/or co-occurring disorders, understanding the complexity of challenges and life stressors each individual experience(s).
- 5.17 Ability to maintain appropriate boundaries and utilize appropriate supports if experiencing secondary trauma.
- 5.18 Accurately and professionally implement and document the services provided to clients.
- 5.19 Manage a caseload of approximately twenty (20) individuals at varying stages of recovery.
- 5.20 Ability to collaborate and coordinate with providers and allied systems in the community.
- 5.21 Ability to facilitate effective resolution of conflicts between clients and others.
- 5.22 Excellent computer skills to include, but not be limited to: Outlook, Microsoft Word, and Excel. Must be able to utilize communications and equipment necessary to perform required duties. Ability to use a computer terminal and other office equipment standard to areas of assignment and to adapt to new and/or modified equipment which may be acquired.
- 5.23 Ability to adhere to all County and Departmental policies and procedures.

6.0 MINIMUM QUALIFICATIONS

- 6.1 High school diploma or equivalent required. Additional consideration is made for individuals with postsecondary education in social work, substance use disorder treatment, human services, counseling, or other behavioral science or related field.
- 6.2 Applicants to the position must have lived experience, defined as a current or past recipient of behavioral health service and/or with current or past involvement in the criminal legal system.
- 6.3 Individuals must be in active recovery, and able to provide appropriate case management and support services to program participants without impairing their ability to remain in active recovery.
- 6.4 An understanding of harm reduction strategies, along with a demonstrated passion for serving individuals experiencing homelessness and co-occurring disorders are required.
- 6.5 Must have the skills necessary to provide advocacy and support for participants within the criminal justice system including court appearances and written communication.
- 6.6 Must have the ability to effectively communicate and problem solve under pressure in high stress situations.
- 6.7 Valid Washington State Driver's License.

6.8 Successfully pass a criminal background check.

7.0 DESIRABLE QUALIFICATIONS AND ABILITIES

7.1 The ability to provide street-based outreach and engagement services to individuals who are or are at risk of becoming involved with the criminal justice system due to a substance use disorder or co-occurring behavioral health issue.

7.2 Demonstrated experience in developing positive, collaborative relationships with law enforcement and social services providers to effectively serve mutual clients.

7.3 Fluent (speak, write, and read) in English and Spanish languages.

8.0 WORK ENVIRONMENT AND PHYSICAL DEMANDS

8.1 Employee is responsible for contributing to a safe and positive work environment, actively demonstrating the organization's values in their daily work and interactions.

8.2 Work is normally performed indoors in an office environment with many interruptions. Some work outdoors may be required. Incumbent must, with or without accommodation, occasionally lift or move up to twenty-five (25) pounds, operate office equipment, and frequently stoop, bend, stand, sit, and climb. Vision must be, with or without glasses, sufficient to read small print.

8.3 This position has a standard eight (8) hour workday from 8:00 am to noon and from 1:00 p.m. until 5:00 p.m. Due to the nature of the work, the work schedule will vary depending primarily on the needs of the program participants, activities that may be scheduled beyond the control of program participants, and training opportunities that may arise. The schedule shall be determined by the Department Administrator or Clinical Director.

8.4 This job requires the independent ability to transport individual consumers safely throughout the County to provide agency services in outlying areas of the County.

8.5 A County vehicle may be available for use when conducting official business. Overnight travel may be required in some circumstances. However, employees may utilize their private vehicles in the performance of their duties and will be reimbursed for mileage. Proof of personal auto insurance with acceptable liability amounts is required to utilize a personal vehicle for County business. Acceptable liability amounts may be defined by Adams County or the appropriate risk pool.

This job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer and requirements of the job change.

Employee Name _____ Signature _____ Date _____

Supervisor Name _____ Signature _____ Date _____

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