

## POSITION DESCRIPTION

**POSITION:** Lead Counselor/Case Manager  
**PROGRAM:** Options for Recovery Status: Non – exempt  
**REPORTS TO:** Program Director (Clinical) Date Revised: 10/2021

### POSITION SUMMARY:

The Lead Counselor/Case Manager is responsible for assuring quality services to all program participants in a compassionate and professional manner as it relates to the specific program objectives. Objectives include supportive interaction with program participant families and team members, assessment of participant's needs, and performance of all work duties as required. The Lead Counselor/Case Manager is responsible for acting as the point of accountability when the Program Director is not available. Work is performed in a cost effective and service-oriented manner as it relates to established organizational standards.

### OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
1. Complete daily shift logs, incident reports or behavior alerts as needed.
  2. Completion of Electronic Health Records documentation, insure intake paperwork is continually updated and organized.
  3. Communicate with service providers and external county/state/city program representatives as required.
  4. Provide crisis intervention as needed.
  5. Update, keep current client list. Inform agency partners with updated list regularly.
  6. Respond to all client questions and concerns.
  7. Provide children with a safe, supportive environment free from ethnic or social prejudices.
  8. Comprehend and adhere to ethical guidelines and confidentiality laws.
  9. Communicate and comprehend oral and written instructions.
- B. Responsible for assistance with client development.
1. Explain program requirements and regulations to new clients upon intake.
  2. Assess clients using the ASAM Assessment.
  3. Implement and maintain case plans to assist the clients with substance abuse treatment, mental/physical health services, education, employment and permanent housing and update every 30 days.
  4. Provide individual sessions weekly.
  5. Facilitate groups counseling sessions.
  6. Provide appropriate referrals as dictated by client case plans.
  7. Maintain client files including personal data, medical information, progress reports, assessments, and release and referral forms.
  8. Keep a running client stats list.
  9. Conduct urinalysis testing in a fair and non-judgmental manner as needed.

10. Role model positive behavior to help clients as they work towards self-sufficiency.
  11. Provide monthly client statistical and status reports as instructed by Director and provide by the second day of each month.
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can impact the program security.
  2. Secure approval for exceptions to standard policy.
  3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  5. Provide emergency shift coverage as needed.
  6. Perform reasonably related duties as assigned by the Director.
  7. Responsible for acting as the point of accountability when the Program Director is not available.
- D. Responsible for training and development of new staff.
1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
  2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
  3. Serve as part of the program development team by providing information and support for the development of quality operations.
  4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

### **EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires current registration/certification through DHCS approved Certifying Organization. Preferred candidates will possess a Bachelor's Degree in Social Work or a related field. Certified AOD Counselor preferred. Three (3) years' experience working within the AOD field is required. One year of experience providing work direction within a team. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, cultural diversity, and persons with disabilities. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills preferred but not required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license, proof of insurance, and ability to meet insurance carrier's guidelines required.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Oral and written communication skills  
Ability to assist other people  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

The position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Lead Counselor/Case Manager is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

This job description does not constitute a written or implied contract and may be changed as business arise. Indicate anything that would keep you from meeting the job duties as outlined above

Employee signature: \_\_\_\_\_ Date signed: \_\_\_\_\_

