



The Council of Southeast Pennsylvania, Inc.
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JOB DESCRIPTION

TITLE: INTENSIVE CASE MANAGER
REPORTS TO: MANAGER OF CASE MANAGEMENT PROGRAMS
CLASSIFICATION: NON-EXEMPT, FULL TIME

SUMMARY: This position involves direct client contact and interaction with a variety of agencies and drug and alcohol service providers for the purpose of providing direct intensive case management services to publically funded patients receiving ATOD treatment services.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- Pennsylvania Criminal Recovery Check, The Pennsylvania Child Abuse History Clearance and a FBI Criminal History Background Check required.
- Bachelor's Degree in Chemical Dependency, Sociology, Social Welfare, Psychology or other social service field with 2 years experience providing direct service (case management or counseling) to clients in the area of behavioral health (AODT/MH)
- Maintain credential and remain in good standing with licensing agency.
- Position is based in Bucks County with the expectation that employee will work at locations in the community as needed, using private vehicle. Candidates must be able to work independently and collaborate with community and organizational representatives; experience working in either the criminal justice or treatment system preferred.

ESSENTIAL DUTIES:

- Engage in relationship building and active listening with individuals to establish rapport, as evidenced by empathetic and active listening, communicating in a non-judgmental way, recognizing addictive behavior.
- Conduct self in an ethical manner by adhering to the PCACB codes of ethics, standards of practice, and Council policy and procedures.
- Maintain valid driver's license and safe driving record.

DAILY JOB RESPONSIBILITIES:

- Follow The Council's Employee Handbook and policies and procedures of the CMSU.
- Responsibilities will be maintained in accordance with best practices in the areas of client care and cultural proficiency.
- Work closely with client to develop and implement a service plan.
- Meet with client on individual basis to problem solve and provide feedback.
- Input and daily monitoring of client records according to established procedures.
- Establish and maintain relationship with referral sources, both internal and external; implement changes to assure optimum participation.
- Establish and maintain liaison with Council staff/programs and Department of Public Welfare to ensure uninterrupted support and funding.
- Maintain confidentiality regarding information received during class facilitation – maintain current understanding of federal, state and local confidentiality rules and regulations.

- Be able to drive and/or have access to transportation to fulfill requirements of position. This may include travel before and after regular working hours for meeting with clients, attending meetings and conferences.
- Maintain accurate records to ensure timely and accurate reporting.
- Other duties as assigned by Management staff.

Compensation: Commensurate with experience and qualifications.

Revised: December 2017