

Washington County

Drug Court Case Worker/Case Manager

Job Description

Exempt: No
Department: County Circuit Courts
Reports To: Circuit Judge
Location: County Court Building
Date Prepared: February 11, 2016
Date Revised:

GENERAL DESCRIPTION OF POSITION

Functioning as a member of the Case Management team for Veteran's Treatment Court and Drug and Diversion Court, the Case Worker/Manager in collaboration with physicians and multidisciplinary team members, is responsible for coordinating and facilitating the management of services for the assigned population throughout the continuum of care.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Conduct interviews with participants and their families to assess and review their situation.
2. When appropriate establish continuing education plan based on evaluation of participant risk assessment and interview.
3. Collect information regarding what type of insurance participant utilizes and assist with applying for coverage when needed.
4. Identify participant's support network.
5. Maintain regular, periodic contact with all participants to ensure individual needs are being addressed.
6. Offer information and support services to participants and their families, and when appropriate assist clients with application for services, such as housing assistance, supplemental nutrition assistance program, Families in Transition, Transitional Employment Assistance, Medicaid, and privately funded public assistance programs.
7. Assist clients with scheduling of appointments for mental health and medical services, and maintain contact with clients to ensure appointments are attended.
8. Facilitate execution of appropriate releases required to communicate between healthcare providers and facilitate services.
9. Monitor client's overall attendance to scheduled appointments such as support meetings, counseling sessions, probation meetings, and appointments scheduled to facilitate additional services.
10. Obtain prescription information regarding any medication being administered to clients for mental health or substance abuse treatment.

11. Assist with transportation issues as they arise.
12. Participate in training.
13. Contact clients referred for mental health assessments before their scheduled appointment to ensure appointments are kept and transportation is arranged.
14. Attend staffings for Veterans' Treatment Court. Attend staffings for Drug and Diversion Court.
15. Attend all court hearings for Veterans' Treatment Court and upon request keep detailed records of the hearings for use by the treatment team. Attend all court hearings for Drug and Diversion Court and upon request keep detailed records of the hearings for use by the treatment team.
16. Maintain accurate records, prepare reports, and give evidence in court.
17. Perform assessments on clients.
18. Provide case management which includes resource linkage and referrals to community providers.
19. Ability to write letters, set goals for clients, and assist clients with completing applications.
20. Must effectively articulate Court testimony regarding clinical recommendations, acute needs, as well as educate the Court and families about the mental health system when appropriate.
21. Assist in the collection of data for Drug Court/Veteran's Treatment Court. This includes gathering, organizing, and maintaining statistical data for recidivism, services provided and percentage of participants receiving additional community based services to facilitate quantitative program evaluation, for grant purposes, and to provide monthly and annual reports as needed.
22. Must maintain documentation of all services provided.
23. Perform secretarial duties to maintain office functionality, including but not limited to: typing, answering and disseminating of telephone calls, faxing, scanning, shredding, scheduling and maintaining a professional calendar, answering correspondence, procuring and efficiently using office supplies, and file clerk duties of organizing, filing, maintenance/storage, dissemination, and management of files. Must maintain confidentiality for sensitive information as directed by professional ethics, the Judge, or by County policies. Initiate and install new ideas for efficient operation.
24. Work closely with the Drug Court staff to research and procure funding opportunities as well as assisting in the grant writing process and maintenance, including researching, writing and overseeing/managing the grant.
25. Attend County and staff meetings at the direction of the Drug Court Judge. Coordinate with outside programs for services for the clients. Provide guidance to staff regarding client's behavior and mental health issues and work with staff to ensure the safety of the clients, to meet the client's mental health needs, and to develop case plans, as needed. Adhere to the

mission statements and rules of the Washington County Drug and Diversion Court and to all federal state, and local laws. Perform other duties as assigned by the Drug Court Judge.

26. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 4 years related experience and/or training. Or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Licensed social worker (LSW)

SOFTWARE SKILLS REQUIRED

Basic: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor

importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

No supervision.

Supervises the following departments: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, talk or hear; frequently required to use hands to finger, handle, or feel; and occasionally required to reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and color vision.

ADDITIONAL INFORMATION

EDUCATION AND EXPERIENCE

The incumbent must possess a Bachelor's or Master's Degree in a human services related field and have 4 years related experience and/or training, or equivalent combination of education and experience. Licensed Social Worker (LSW) preferred.

OTHER SKILLS and ABILITIES

The incumbent must possess strong communication skills and excellent interpersonal skills; must possess the ability to establish and maintain good rapport with individuals often under difficult circumstances; must be able to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents in English; must be able to respond to complex or difficult inquiries or complaints from clients, regulatory agencies, or members of the business community. The incumbent should also possess computer skills, and have knowledge of general office machines such as a calculator, copier, fax, etc.