



## **Job Description**

**Job Title:** Care Coordination Specialist  
**Responsible To:** Substance Use Program Manager

### **Responsibilities:**

This position is responsible for maintenance and implementation of programming to support the efforts to prevent substance use and support those moving towards recovery or those in recovery. To help meet the needs of this important program, this position will help to identify resources and strengthen referral networks for substance use prevention and treatment. This position will provide care coordination services for individuals and family members experiencing substance use issues.

### **Job Requirements:**

- Bachelor's Degree in Addiction Studies with certification/license through the Board of Addiction and Prevention Professionals (BAPP) is preferred, or, a combination of directly related college course work and experience in the addiction/social service field may be substituted
- Experience working with behavioral health providers such as Community Mental Health Centers (CMHCs), substance use treatment agencies and prevention providers
- Demonstrated interest in human/social services
- Strong oral and written English language skills
- Working knowledge of computers and software programs
- Offers of employment contingent upon acceptable background check

### **Personal Qualifications:**

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate help and assistance to persons in need
- Detail oriented and organized
- Ability to manage crisis situations
- Flexibility and ability to manage many concurrent projects

### **Specific Responsibilities:**

#### **A. To support and facilitate the Care Coordination Program and other substance use programming**

1. Provide coordination of services for individuals and families experiencing substance use issues through Care Coordination over the telephone.
2. Provide listening and support and resource navigation to clients enrolled in the program.
3. Facilitate outreach to community partners for referrals into the program.
4. Document care coordination contacts appropriately within the care management software.
5. Create data reports as necessary.
6. Participate in program evaluation to ensure projected goals are reached.
7. Provide monthly reports.
8. Assist Substance Use Program Manager with additional programming as needed.

**B. Assesses, identifies and evaluates needs of callers who indicate that they may need substance use treatment options for themselves or someone else.**

1. Identify and refer clients to appropriate community resources, including the Care Coordination program, which may address the clients' additional needs.
2. Provide advocacy when needed to assist individuals with finding resources.
3. Provide follow up on assigned clients to ensure contacts were made with appropriate referrals.

**C. Assist with the implementation of Last Mile Delivery program**

1. Assistance with the submission and reporting for the DoorDash delivery program.
2. Communicate with supervisors on individual circumstances and updates as they arise.

**D. Respond to Helpline calls and texts**

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance and communication to callers for information/referrals following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support following policies and procedures.
4. Answer and provide appropriate intervention for crisis/victims services/suicide following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
6. Document calls/texts/emails correctly into computer tracking system according to procedure.
7. Identify active callers/texters and follow appropriate directives as listed in the active caller profile sheets.
8. Contact a Helpline supervisor or back-up staff as necessary.
9. Complete suicide and community assessment follow-ups according to procedure.
10. Ask callers/texters for suicide and community assessment follow-ups according to procedure.
11. Complete call monitoring according to procedure.
12. Serve as an on-call member in the rotation throughout the entire calendar year and during at least one major holiday of the year.

**E. Maintain awareness of Connections Center resources**

1. Attend all scheduled staff meetings, in-service meetings, and annual staff retreat.
2. Complete ongoing training assignments as required.
3. Assist in the updating of various Connections Center binders to ensure accurate policies, procedures, and contacts.
4. Review email, announcements, resource books, manuals and national directories during each shift worked.

**F. Professionalism**

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency and demonstrate team participation and a work place that enriches staff's ability to reach goals and provide a high level of customer service.

**G. Additional Duties**

1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

**Hours:** Hourly full-time position for 40 hours / week. Includes day, evening and weekend hours. Will include coverage of holidays and overflow on-call.

Employee Signature

Date

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Supervisor Signature

Date

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