



<b>Position Title:</b>	<b>Case Manager/Case Coordinator</b>
<b>Supervisory Responsibilities:</b>	<b>None</b>
<b>Budget Responsibilities:</b>	<b>None</b>
<b>Reports to:</b>	<b>Program Manager</b>
<b>FLSA Classification:</b>	<b>Exempt (FT)</b>

#### **POSITION SUMMARY:**

The **Substance Use Prevention Case Manager** is responsible for assessing the individualized needs and concerns of their clients, advocating for their clients' well-being, and ensuring that their clients are connected with the appropriate services and programs. The duties include completing needs assessments, developing individualized case management plans, advocating and supporting clients, and documenting and maintaining records.

They will also support the Youth Engagement Outreach Specialist in identifying and engaging young people (ages 10-17) diagnosed with substance use disorder in Aspen Hill, Glenmont, and Wheaton, MD. The duties will include supporting the outreach specialist in developing and implementing outreach strategies to identify the needs of youth, providing substance use disorder education, facilitating group sessions, conducting recreational and social activities to attract youth, and documenting and maintaining records of interactions.

#### **Primary Responsibilities:**

1. Assist the Program Manager in developing a shared resource library, establish relationships with service providers and treatment centers, and become familiarized with county and state services to appropriately identify support services and programs for clients.
2. Conduct short-term and comprehensive needs assessments of youth and develop individualized case management plans for those diagnosed with substance use disorder to identify their unique needs, strengths, and challenges.
3. Collaborate and connect with clients' families to determine familial case management needs and interventions to provide better support to youth.
4. Facilitate communication between clients, their families, and treatment providers to coordinate care and monitor the delivery of services, including medical, mental health, and social support, to ensure a holistic and integrated approach to treatment and recovery.
5. Advocate for clients to access appropriate resources, including educational, vocational, and housing support while navigating barriers to recovery.
6. Document client progress, notable interactions (e.g. home visits), adjustments to treatment plans, and any barriers to recovery, maintaining accurate and confidential records observing HIPAA and FERPA regulations.
7. Provide crisis intervention and support during challenging periods, working closely with clients to develop coping strategies and relapse prevention plans.
8. Stay informed about the latest developments in substance use disorder treatment modalities, best practices, and community resources.

9. Work with the Youth Engagement Outreach Specialist to implement community outreach strategies that engage young people diagnosed with substance use disorder.
10. Establish connections with key school and community stakeholders to identify youth with substance use disorder.
11. Provide education and support to young people regarding substance use disorders, emphasizing prevention, intervention, recovery, and harm reduction.
12. Facilitate group sessions for the youth to discuss their unique challenges and collaboratively develop actionable steps to address those challenges.
13. Foster a safe and non-judgmental environment for open communication, allowing for effective engagement and support.
14. Advocate for resources and services that enhance the overall well-being and recovery of young people struggling with substance use.
15. Maintain accurate and confidential records of interactions, progress, and challenges faced by everyone in the program.

**Secondary Responsibilities:**

1. Participate in Identity's advocacy activities.
2. Attend and actively participate in required training and meetings.
3. Assist other program staff as needed.
4. Assist with excursions and special events as needed.
5. Perform other duties as assigned, required, or needed.

**Education and Experience:**

- Bachelor's degree preferred or equivalent work experience in social work, psychology, or counseling.
- Relevant experience in case management, preferably in substance use disorder.
- Must be able to pass a federal criminal background check and a Child Protective Services background check.

**Skills and Abilities:**

- Must be reliable, efficient, and able to work independently to coordinate care and make client referrals to appropriate services and programs.
- Bilingual English/Spanish required.
- Proficient in Microsoft Office, including Word and Excel, and familiar with the use of databases.
- Knowledge of evidence-based treatments, interventions, and recovery support services for young people with substance use disorders.
- Experience doing community outreach, preferably to youth with substance youth disorders.
- Strong interpersonal and communication skills to engage with diverse clients and families and collaborate with a diverse team of professionals.
- Ability to assess complex situations, develop effective case management plans, and adapt interventions based on individual needs.
- Familiarity with Montgomery County resources and the ability to connect clients with appropriate support services.
- Empathy, patience, and a commitment to promoting the well-being and recovery of young people.

**Work Environment:**

- This is a hybrid position—35% remote and 65% on site to conduct youth outreach and provide in-person case management and care coordination. Must have access to high-speed Wi-Fi and have a quiet, private place to work from home. Identity will provide office equipment.
- Requires travel between sites e.g. office, home visits, school. A valid driver's license is required, clean driving record, car, and proof of insurance are necessary.
- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- Keyboard use of greater or equal to 50% of the workday.
- The ability to lift and move up to 10 lbs.
- Semi-private office or open work area with controlled air temperature, and occasional noise.
- Must be able to work a flexible forty (40) hour work week, including occasional evenings and weekends.
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