

## **Ithaca Alpha House Center, Inc.**

**JOB TITLE: Case Manager**

**Dept. Supportive Living Program**

**HOURS: F/T**

**FLSA STATUS: non-exempt**

**POSITIONS SUPERVISED: None**

**SPECIAL REQUIREMENTS:**

NYS Drivers' License

CPR

First Aid

### **JOB SUMMARY:**

Provides overall monitoring of participants enrolled in the Supportive Living Services Program, including treatment compliance as well as the oversight of the facility's physical plant. Acts as the agency's liaison with the facility's landlord, the outpatient staff providing direct care services, and other community agencies providing services to participants of the program. In addition, performs outpatient duties as assigned by supervisor.

### **ESSENTIAL FUNCTIONS:**

Interacts professionally with a wide range of individuals and agencies to gather information relevant to the participant's compliance with treatment plans/contracts. Develops and implements recovery oriented programming utilizing community resources. Responsibilities include collection of rental payments, monitoring the overall cleanliness and conditions of the facilities and monitoring the activities of program participants. Must make regular planned and random visits to the facilities to assess each participant's adjustment to independent living including identification of any problem areas. Creates regular reports documenting individual client progress including recommendations regarding client's progress throughout aftercare. Facilitation of house meetings, development of individualized service plans, on call availability and ensures that supportive living client charts are maintained and in compliance.

### **EMPLOYMENT STANDARDS:**

**Education/Experience:** Any combination of education and experience providing the necessary skill and knowledge for successful performance would be qualifying.

**Knowledge:** General awareness of Substance Abuse/Alcoholism related issues and treatment techniques; general knowledge of psychology, personality and group dynamics, the social service system, treatment programs, and educational/employment opportunities for those in recovery.

**Skills:** Use of telephone, copy machine, fax machine, alco-sensor breathalyzer, computer and word processing, database and report generating software.

**Abilities:** To communicate effectively with diverse groups of individuals, both verbally and in writing; to listen, understand and appreciate the experience of clients; to establish rapport and meaningful therapeutic relationships with clients; to provide positive role modeling; to inspire respect, confidence, determination and trust in clients; to facilitate the process in which clients are motivated to adopt positive values and behavior patterns; to perceive and describe changes in client behavior; to generate and maintain accurate records as required; to assess client progress towards independent living.

**Licenses/Certifications:** Valid NYS driver's license and good driving record