



Opening doors to  
housing and recovery.

## Job Description - Case Manager II

Responsible for the coordination and assessment of needs of treatment services for Veterans, participating in Substance Abuse Treatment.

**Reports To:** Program Manager

### **Duties and Responsibilities:**

1. Develop Case Plan in conjunction with each new client. Follow up with weekly case plan reviews to assist client in reaching identified goals.
2. Maintain all resident files in a confidential manner and in compliance with HUD and HIPAA standards.
3. Interview clients to define level of need: personal and family reunification, finances, employment, food, clothing, housing, and substance abuse issues to determine nature and degree of problem. Work closely with program therapists.
4. Refer clients to mainstream services and other service organizations as needed.
5. Review progress toward goals with client concerning substance abuse.
6. Monitor residents' compliance with program guidelines and provide appropriate verbal and written warnings to those residents who are out of compliance.
7. Attend OPCS weekly staff meetings, trainings and meet with Supervisory staff as required.
8. Work closely with parole and probation offices.
9. Write letters to courts and other agencies for clients, as needed.
10. Other tasks as assigned

### **Qualifications:**

1. Masters or Bachelor's degree in a field related to behavioral health with at least 1 year related experience or Associates' degree in a behavioral health related field and 2 years of full-time related experience or High School diploma or GED and 4 years full-time related experience.
2. Working knowledge of evidence-based interventions for persons with a variety of behavioral health concerns, including serious mental illness and substance abuse/dependence.
3. Willingness to learn and practice evidence based practices, such as Motivational Interviewing, Housing First and Harm Reduction.
4. Self-starter committed to a team approach, responsible, dependable, ability to set priorities, meet deadlines and work flexible hours.
5. Creativity and flexibility in assuming significant responsibility.
6. Experience working in racially, ethnically, and socio-economically diverse urban communities.
7. Strong communication, administrative and interpersonal skills.
8. Strong computer skills - Advanced Microsoft Office skills required (Word, Outlook, Excel, and PowerPoint).
9. EHR experience helpful.
10. Possess and maintain valid CPR/First Aid certification.
11. Valid Arizona driver's license, proof of auto insurance and reliable transportation.
12. Bilingual, Bicultural and/or Veteran a plus.