



JOB TITLE: Clinical Residential Case Manager

Traditions Recovery Center for Women

LOCATION: Lawrenceville, GA

POSITION: Full-time (with benefits)

IMMEDIATE SUPERVISOR: Program Director

ANNUAL SALARY: \$45,000

For interested applicants: Please send your resume to jobstrc@marrinc.org.

POSITION SUMMARY

The Clinical Residential Case Manager (RCM) serves as a member of the clinical treatment team and is responsible for case management services including coordinating, implementing and executing various client related affairs to assist the clients while they are in treatment. The RCM is responsible for client orientations at admission, group facilitation, processing client privileges, approving client goals on therapeutic contracts, and monitoring interpersonal communications, activities and interactions between clients while they are in treatment. The RCM is responsible for assisting clients with job search, facilitating communication with the treatment team regarding client's daily schedules, performing individual and group therapy, discharge planning, and ensuring clients are adhering to and in compliance with the organization policies and procedures in accordance with the standards of the state regulatory body and The Joint Commission. This is a supervisory position and the RCM will participate in the hiring/terminating, onboarding, training, and supervision of Behavioral Health Technicians (BHT).

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include but are not limited to:

- Facilitate Community Groups and other assigned groups for Phase I, Phase II and/or Phase III residents.
- Individual counseling sessions with clients assigned to the caseload.
- Responsible for completing progress and group notes for all clients within caseload.
- Communicate client progress and issues daily and/or weekly with treatment team.





- Participate as a member of the treatment team in the development of treatment plans, as well as Phase I and Phase II reviews.
- Process Therapeutic Leaves (TL), privileges and client issues with treatment team.
- Hold clients accountable to rules and regulations.
- Complete Residential checklist in each residence to ensure compliance with JCAHO and ORS requirements.
- Perform random contraband inspections.
- Inform all clients of any schedule changes or special events.
- Oversee fire and disaster drills. Document and report findings.
- Schedule and monitor random client drug screens.
- Monitor supply and maintenance needs within designated communities, initiating maintenance requests as necessary.
- On-call duties as scheduled.
- Responsible for orientation of clients admitting to the Residential Program to include review of program rules and orientation guidelines.
- Responsible for the development of client contracts and setting of recovery goals within the therapeutic community.
- Responsible for inspecting client belongings at the time of admission.
- Responsible for facilitating weekend planning and weekend review groups at the facility as part of the day-treatment schedule.
- Responsible for transporting clients as needed.
- Oversee job duties of Behavioral Health Technicians (BHT) and report findings to Program Director.
- Participate in support of Family Workshops as needed.
- **Documentation Requirements:**
 - Orientation of new clients in first 24-48 hours.
 - Completion of contract with community on third Monday of every month in community meeting.
 - Weekly notes for all residential groups.
 - Progress notes documenting sessions with assigned individual counseling clients.
 - Weekly progress review notes on all clients in Phase II.
 - 60- and 90-day reviews for all clients.
 - Phase II reviews (around Day #75).
 - Discharge summaries on all clients, completed within two weeks post-discharge.





- Assist and document possible discharges, transfers and AMAs (leaving against medical advice).
- Ensure clients follow clinical schedule.
- Redirect and report client(s) if rules are broken.
- Seek corrective criticism and evaluate suggestions objectively.
- Maintain acceptable overall attendance.
- Promote a favorable/positive work atmosphere.
- Attend in-service and educational training as necessary and assigned.
- Actively pursue learning opportunities and incorporate knowledge in practice.
- Maintain flexibility and adaptability to expected and unexpected changes in the work environment.
- Communicate effectively both verbally and in writing.
- Independently solve problems and follow through.
- Organize and function independently in an office environment.
- Perform other tasks and duties as assigned.
- Complete all competency assessments as required by the facility.
- Required to maintain up-to-date certifications, including but not limited to: CPR, Verbal De-Escalation, HIPAA, HIV/AIDS, and Infection Control.

COMPETENCIES AND TRAINING

We require the RCM to obtain the following trainings and undergo the following competencies within a probationary period, including but not limited to:

TRAINING	COMPETENCY
Abuse Neglect Trauma and Exploitation Training and Quiz	Case Management Competency
Client Rights Training	Emergency/Safety Competency Assessment
Cultural Diversity and Sensitivity Training and Quiz	New Hire Competency Assessment
Ethical Behavior Training/Boundaries Training	Overdose Prevention Competency Assessment
Incident Report & Affirmative Duty Training and Quiz	Suicide Risk and Prevention Competency Assessment
Infection Control Training	
Hand Hygiene Training	





TRAINING

COMPETENCY

Harassment, Discrimination, and Title V (ADA) Training
HIPAA and PHI Training and Quiz
HIV, Hepatitis, STD and Infectious Disease Training
Overdose Prevention Training and Quiz
Suicide Awareness, Risk & Prevention Training and Quiz
Understanding Substance Use Disorder Training
Verbal De- Escalation/NVCI Training

WORKING CONDITIONS AND ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the 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 moderate. Position is required to work in indoor and outdoor environments as needed. Potential exposure to violent situations. Potential exposure to airborne/bloodborne pathogens and other potentially infectious materials.

QUALIFICATIONS AND EDUCATION

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- At least two (2) years working with individuals with mental/behavioral health needs (trauma, mental illness and/or substance abuse)
- Certified Addiction Counselor (CAC); or working toward certification as a Counselor in Training (CIT) or licensing as a counselor in the state of Georgia (e.g., LAPC, LPC, LMSW, etc.)
- Minimum of two (2) years of sobriety (if in recovery)
- Preferred experience in providing case management services in the mental health or substance abuse community





- Experience in working on a multidisciplinary team
- Tenacity and ability to think outside of the box; work creatively to engage clients
- Knowledge of the criminal justice system and community resources
- Computer literate; proficient in Microsoft Office applications
- Excellent verbal and written communication skills

SKILLS AND ABILITIES

- Ability to work as a team member and display management, communication, organizational and interpersonal skills
- Ability to work under stressful conditions and be flexible in relation to department needs
- Knowledge of The Joint Commission standards within the department
- Ability to demonstrate proficiency in verbal and written communication skills
- Knowledge of state and federal statutes with regards to client confidentiality laws
- Knowledge of drug-free workplace policies
- Knowledge of workplace violence
- Knowledge of current technology
- Knowledge of substance use disorder (SUD)
- Familiar with community resources, or the facility's point of contact for community resources

PHYSICAL DEMANDS

The physical demands 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. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. While performing the duties of this job, the employee is regularly required to speak and listen. The employee is frequently required to stand, walk and sit. The employee is occasionally required to use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl.

