

SUD CARE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position in the Sheriff's Department works within the High-Risk Mitigation Team (HRMT) to provide care management for persistent high-risk opioid/substance users both involved with the criminal justice systems and within the community. Through sharing personal experiences, the incumbent will offer a wide range of care management services to help prevent relapse and promote long term recovery. The work is carried out under the general supervision of the Opioid Use Disorder Systems Specialist with wide leeway allowed in the conduct of the work. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Works within the HRMT to identify program-eligible individuals based on high-risk criteria such as: overdoses, ER visits or inpatient utilization for opioid use disorder (OUD), incarceration, or release from jail, etc.;

Assists clients seeking (or new to) recovery find a wide variety of services and support-including harm-reduction, detox treatment, family support and education, local or online support groups;

Works closely with the Sheriff's office, other law enforcement offices, corrections, courts, probation, parole, etc. to facilitate re-entry and/or alternatives to incarceration for individuals experiencing substance use disorder;

Educates clients about different health, human and social service resources in the community;

Helps clients to create overdose safety and recovery plans;

Helps to initiate and sustain an individual/family in their recovery from substance use disorder (SUD) or addiction by providing ongoing support and connection;

Provides support to clients as they engage or re-engage with their treatment providers;

Provides hands-on help developing and maintaining contact with other providers;

Serves as a role model to people seeking recovery by demonstrating that recovery is possible;

Maintains and documents regular, ongoing contact with all clients, following each of the individual through to their recovery;

Supports individuals struggling with substance use disorder (SUD) and mental health conditions make informed and independent choices about their options for care;

Helps clients navigate the court system, understanding their responsibilities, creating systems for managing appointments, and assisting with compliance;

Works with clients to increase positive social connections and develop stronger family connections, improve life skills including obtaining necessary resources and empower the client to increase wellness self-management;

Participates in program staff/case conference meetings to promote efficient communication and care.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the role of care management in the recovery process; working knowledge of the various agencies providing intervention and therapeutic services to opioid/substance abusers; working knowledge of the causes, effects and symptoms of substance abuse addiction, and of various treatment approaches; ability to work cooperatively and effectively with professional colleagues and other professional groups; ability to establish a rapport with substance abuse clients, educators, mental health professionals, criminal justice officials and the general public; ability to serve as a positive role model and motivate clients; ability to communicate effectively both orally and in writing; ability to maintain confidentiality; familiarity with court procedures; good judgement in dealing with people; tact.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of an Associate's Degree in Human Services, Substance Use Counseling, Sociology or Psychology and one (1) year of full-time or its part-time equivalent work experience in substance abuse, human services, case management or community-based prevention work in a recognized agency adhering to acceptable standards; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and possession of a Certified Recovery Peer Advocate-Provisional certification (CRPA-P) and three (3) years of full-time or its part-time equivalent work experience as outlined in A above.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Special Requirement: Current Credentialed Alcohol and Substance Abuse Counselor Certification and/or certification as a Certified Recovery Peer Advocate, as recognized by the New York State Office of Alcoholism and Substance Abuse Services (NYS OASAS). The incumbent must maintain said certification throughout employment.

ULSTER COUNTY

6997 SUD CR MGR

Classification: Competitive

6998 SCMGR HLP

Classification: Non-Competitive

Grade: 13

Union: UCSEA

Adopted: January 9, 2023