

1. Document and report all client concerns and/or infractions that can impact the program security.
 2. Secure approval for exceptions to standard policy.
 3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 5. Provide emergency shift coverage as needed.
 6. Perform reasonably related duties as assigned by the Director.
- D. Responsible for training and development of new staff.
1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 3. Serve as part of the program development team by providing information and support for the development of quality operations.
 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires Registered Recovery Worker qualification. Preferred candidates will possess a Bachelor's Degree in Social Work or a related field, certified AOD Counselor with a minimum of three (3) years' experience working within the AOD field. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, cultural diversity, and persons with disabilities. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills preferred but not required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license is required to operate any VOA vehicle.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
 Oral and written communication skills
 Ability to assist other people
 Organizational skills
 Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally
Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

The position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Counselor/Case Manager is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Counselor/Case Manager job description does not constitute a written or implied contract and may be changed as business arise.

Indicate anything that would keep you from meeting the job duties as outlined above

Employee signature: _____ Date signed: _____