



## POSITION DESCRIPTION

Position: Direct Client Services Status: Non-exempt  
Program: Comprehensive Alcohol Treatment Center (CATC) Date Revised: 11/2016  
Reports to: Program Manager

### POSITION SUMMARY:

This position is responsible for the development of a case management plan to assist CATC participants in developing a greater degree of self-reliance. It will include accessing continuing education, employment, and addressing any bio, psycho, social issues that may lead to homelessness, criminal behavior, or otherwise non-productive lifestyles.

### OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  - 1. Provide records and services in compliance with Volunteers of America policies, regulatory and funding sources.
  - 2. Maintain positive relationships with program residents, Volunteers of America staff and all community service agencies.
  - 3. Maintain case management files on each participant which will include personal information, educational and job skills, short and long term plans to become self-sufficient in all areas of his/her life and documentation of participants progress and assistance in removing obstacles to set goals.
  - 4. Provide the evaluations of individual clients medical, physical, emotional, and psychological needs, coordinate employment and vocational training, placement and retention, co-ordinate housing search, co-ordinate recovery options and documentation of follow-up and placements. Assist in securing disability entitlement as needed and provide assistance in securing all viable income sources.
  - 5. Work with Direct Services – Caseworker to identify services critical to supporting employability such as but not limited to housing, mental health and/or substance abuse treatment, clothing, legal assistance, transportation, and linkage with mainstream benefits.
  - 6. Facilitate Living Skills Training Groups and Substance Abuse Educational groups.
  - 7. Provide crisis management as needed.
  - 8. Provide resource information and appropriate case planning specific to all participants.
  - 9. Participate in Volunteers of America and outside training sessions.
  - 10. Perform other reasonably related duties as assigned by the Program Manager.
  
- B. Responsible for assistance with client development.
  - 1. Assure orientation of new residents upon arrival. Complete the intake of individual program plans and maintain client files.
  - 2. Responsible to provide individual assistance and counseling relative to a client's medical, physical, emotional, and psychological needs.
  - 3. Monitor client progress and make appropriate recommendations to team, client and supervising law enforcement agency representatives when progress is substandard.
  - 4. Liaison between clients and community service agencies to meet client needs.
  - 5. Maintain a list of all available community services and providers.
  - 6. Assure a safe, non-judgmental environment for the clients.

7. Maintain positive, professional, relationships with clients and staff.
  8. Participate in agency and outside training sessions.
- C. Record keeping and communication.
1. Maintain files on each participant, which will include psychosocial information, short and long term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas.
  2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
  3. Maintain daily, clear and thorough communication with the CEO on all areas of responsibility listed in this job description.
- D. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can affect 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 Program Manager.
  7. Participate in staff meetings, resident house meetings and training sessions, actively participating in monthly case conferences of all residents.
- E. 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.
- F. 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 a Bachelor's Degree in Social Sciences or a related field and/or two years' case management experience. Extensive prior Case Management experience will also be considered. AOD certificate preferred. This position requires demonstrated ability in record keeping, good written and verbal communication skills, knowledge of problems unique to the homeless and criminal justice involved population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license, proof of insurance and a clean driving record are required.

**SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
Ability to assist and motivate other people  
Organizational skills  
Analytical and decision making ability  
Statistical and mathematical skills  
Computer Skills  
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, LBGQTQ, 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.

**PHYSICAL REQUIREMENTS:**

Lift and move up to 20 pounds  
Stand, walk and sit frequently  
Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Program Manager. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

Assigned volunteers

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Direct Client Services employee is responsible for promoting company image and providing advice on 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; thus the Program Manager must approve all expenditures.

**NUMBER OF EMPLOYEES:**

**This Direct Client Services job description does not constitute a written or implied contract and may be changed as business needs arise.**

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

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_