**JOB TITLE:** Access Increases in Mental Health and Substance Abuse Services (AIMS) Case Manager  
**DEPARTMENT:** SUD/Case Management  
**REPORTS TO:** Associate Director of Substance Use Disorder Services

**Statement of Duties**  
Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based-approach. The AIMS Case Manager (AIMS-CM) is responsible for coordinating the care of patients within our Medication for Addictions Treatment (MAT) program with behavioral health services at Duffy Health Center. The AIMS-CM additionally supports in linking patients to outside providers and agencies through support, guidance, and advocacy for the needs of Duffy Health Center clients. Work includes assessing client needs, developing a service plan, providing interventions, monitoring HEDIS Measures, advocating for clients, coordinating with community groups, state and federal agencies, and local organizations to assist clients in obtaining appropriate social services, resources, and assistance. This position is deemed non-essential* in the DHC Emergency Operations Plan.

**Position functions**  
*The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.*

1. Conducts outreach services to identify at risk individuals in the community.
2. Meets with clients to assess needs and determine eligibility for case management and substance use disorder services.
3. Explains Duffy Health Center’s scope of services, including Integrated Care Model to clients.
4. Develops patient-centered case management/Substance Use Disorder plans based on client choice and pathway to recovery; monitors progress on plans and assists the clients in achieving their goals as outlined in the plan.
5. Provides interventions based on evidenced based case management and substance use disorder practices.
6. Offers short or long-term evidence-based case management and substance use disorder interventions as needed/required.
7. Works collaboratively with members of the multi-disciplinary team at Duffy Health Center in order to provide integrated care. This will include intensive work with the Lead MAT RN, Pathways Team, as well as Bridge Program.

8. Meets agency productivity standards.

9. Maintains confidential records of case management activities and records information in the agency’s electronic medical record.

10. Ensures right to privacy and confidentiality when releasing information about client to others.

11. Monitor HEDIS Measures in accordance to standards set by Duffy Health Center.

12. Support the Case Management Department through the Case Manager of the Day (CMOD) schedule.

13. Builds relationships with partner agencies, community groups and organizations to strengthen network of resources available.

14. Participates in evaluative and quality assurance activities designed to monitor the appropriateness and effectiveness of the delivery system case management and substance use disorder services.

15. Prepares reports as required by funding sources.

16. Attends administrative, client focused, and other meetings as required; may represent Duffy Health Center in community meetings.

17. Additional duties as assigned.

**Recommended Minimum Qualifications**

**Minimum Education and Experience**
A candidate for this position must have a High School Diploma or GED as well as at least two (2) years of experience within case management and substance use disorder services, preferably working with the homeless/at risk population; or an equivalent combination of education and experience.
In addition, a candidate must have lived experience with addiction and must identify as being in recovery. Candidate must demonstrate ability to maintain (2) years of sustained and uninterrupted recovery at time of hire required; 3-5 years of sustained and uninterrupted recovery preferred.

Requirements under the DHC Emergency Operations Plan
During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Non-Essential and therefore this position may be expected to work remotely’ during a declared emergency.

Knowledge, Skills, and Abilities
A candidate for this position should have the following:

Knowledge of:
- Resource availability, service costs, and budgetary parameters
- Local groups and organizations providing social services
- Case management and substance use disorder practices and procedures
- Issues related to homeless and at-risk individuals, including: mental illness, substance abuse, criminal history, and physical and sexual abuse
- Protocol for handling crisis situations
- HIPAA regulations
- Trauma informed care
- Motivational interviewing.

Skill in:
- Assessing and addressing the needs of homeless and at-risk individuals
- Monitoring and managing client care
- Handling multiple priorities simultaneously in a timely manner
- Planning and problem solving
- Collecting and recording information and preparing reports
- Effective written and verbal communication.
- Technology; excel, word, Microsoft Teams, Zoom

And ability to:
- Be fiscally responsible in carrying out all case management functions and activities
- Have sensitivity for a population who has experienced trauma
- Maintain confidentiality of information
- Interact effectively with homeless and at-risk individuals
Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.

**Accountability**
The nature of work means that errors can be easily detected, usually by the employee. Consequences of errors, missed deadlines or poor judgment may result in minor confusion, involving minimal time and expense for correction.

**Judgment**
Numerous standardized practices, procedures, or general instructions govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

**Complexity**
The work consists of a variety of duties which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

**Supervision Required**
Under general supervision, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self-checking.

**Nature and Purpose of Contacts**
Relationships with co-workers and the general patient population involving frequent explanation, discussion or interpretation of practices, procedures, regulations, or guidelines in order to render service, plan, or coordinate work efforts, or resolve operating problems. Other regular contacts are with patient/service recipients and employees of outside organizations such as vendors, banks and/or developers/contractors. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative, or uninformed persons.
Work Environment
The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Physical Demands
Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects (up to 30lbs.).

Motor Skills
Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, computer and/or most other office equipment, typing, filing, sorting.

Occupational Risk
Duties of the job present little potential for injury. Risk exposure is similar to that found in typical office settings.

Confidentiality
Has access to some confidential information obtained during performance of regular position responsibilities, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.