

CASE MANAGER & SUBSTANCE ABUSE COUNSELOR



About POTS

Part of the Solution (POTS) is a 'one-stop shop' helping low-income individuals and families move from crisis to stability and, ultimately, self-sufficiency. POTS helps more than 30,000 people annually. Current services include the Community Dining Room; Emergency Food Pantry; shower and mail facilities; barbershop; case management; Legal Clinic; workforce development and an intensive case management/ mentoring program for a select group of families. POTS also holds a variety of seasonal distributions for items such as back-to-school supplies, Thanksgiving turkeys and holiday gifts, and is host to a medical and dental clinic.

Position Summary

The Case Manager & Substance Abuse Counselor (“CMSAC”) will focus on providing case management and substance abuse counseling services to assist clients and guests seeking greater stability or self-sufficiency. Specifically, the CMSAC will work with homeless or housing insecure clients who in some cases struggle with addiction to screen for and obtain cash and non-cash benefits and temporary and permanent housing, while seeking to address other client needs through consultation and referral. The CMSAC will assist POTS clients living with alcoholism and substance use issues manage those challenges as they work toward self-stability and engaging in the community.

Contribution to Mission

The CMSAC will be expected to support and maintain the functioning of client intake and information management of client seeking mail, shower, haircut or dining room services. The CMSAC duties also include: Providing direct case management services to POTS clients that will help advance client progress towards greater stability and self-sufficiency; ensuring all data regarding the program services are properly entered into the POTS database; completing intake, assessment, and screening for POTS clients; serving as the resident expert and main service provider for clients in need of alcoholism and substance abuse treatment; and work with onsite Care for the Homeless medical professionals to move treatment plans forward. The CMSAC must perform all duties with the goal of insuring POTS’s Core Values (Community, Respect, Hospitality, Empowerment, and Justice) are upheld in the delivery of services.

Role Critical Core Competencies

<p>Attention to detail: Follows detailed procedures and ensures completeness of work; carefully monitors the well- functioning of the Day to Day programs; establishes high standards for work.</p>
<p>Quality of Work: Maintains an extremely high standard of work performed; is able to perform work correctly the ‘first time’ and proactively corrects own errors should they arise; work is performed in a thorough and professional manner.</p>
<p>Reliably perform tasks independently: Is able to effectively perform tasks with limited to no supervision and is accountable for the quality of work performed; independently takes initiative for finding ways to improve level of service. Arrives at work on time and follows work schedule. Able to supervise volunteers professionally.</p>
<p>Able to remain flexible and take direction: Able to take direction for various tasks as they arise; remains open-minded and is able to change approach to tasks performed as deemed necessary by supervisor; performs a variety of tasks and is able to change focus as needs change.</p>
<p>Ability to remain organized: Is able to determine project urgency in a practical way and uses overall agency goals to direct actions; able to manage the various tasks and perform them within an allotted amount of time effectively.</p>
<p>Ability to deal with many diverse people: Is able to professionally and empathetically deal with people, often many at once and people of varied backgrounds, often with mental illness, histories of addiction or other pathologies. This position also requires some Spanish language skills.</p>

POTS Competencies

<p>Commitment to POTS: Belief in the programs and mission of the organization. A passion for assisting low-income individuals stabilize their lives by meeting their most immediate and basic needs, and then assisting individuals in taking the next steps in their journey towards even greater stability and self-sufficiency. Commitment to the core values of the organization.</p>
<p>Hardworking & Results Oriented: Motivated to achieve a desired goal and ability to plan, manage time effectively and work towards it proactively, going the extra mile if necessary. Analytical, identifies problems and develops solutions. Comfortable being accountable for ambitious goals and understands the role of measurable and data in achieving results.</p>
<p>Flexible and Adaptable: Comfortable with evolving plans and changing priorities. Willing to accept and try new ideas and suggestions, adapt to change, manage competing demands, and alter approach or method to best fit the situation. Self-aware, asks for help and seeks to learn about strengths and weaknesses. Appreciates feedback and strives to improve.</p>
<p>Commitment to Diversity: Genuine interest in soliciting and learning from the diverse perspectives and experiences POTS staff, volunteers, guests and clients bring to POTS’s</p>

work. Compassionate and open minded.

Team Player: Takes direction. Can move from follower to leader as needed. Stays positive and manages stress. Able to work toward group goals while recognizing individual perspectives. Collegial and friendly.

Responsibilities:

Direct Client Service & Obtain cash and non-cash benefits and referrals for POTS clients

Objective: Provide direct service to clients seeking help in the mail, shower haircut and dining program. Assist POTS clients and guests in their journey from crisis to greater stability to self-sufficiency by working to obtain public benefits, referrals and other services for them.

- Welcome new and ongoing POTS clients with an empathetic conversation about their needs, desires and issues
- Ensure that first-time clients receive intake and orientation to POTS Services
- Screen clients thoroughly to determine client eligibility for benefits and need and interest in other programs available at POTS and among partner providers
- Assist clients with benefits applications including Supplemental Nutritional Assistance Program (SNAP), SSI/SSD Lifeline (landline and cellular) phone applications and utility grants
- Assist clients obtain other public benefits not listed, including Medicaid, as they arise
- Assist clients receive other non-cash benefits and services
- Work with Next Step Services Staff Case Managers to ensure that clients are connected to internal and external benefits and services
- Assist clients in referrals, including detoxification, shelter, medical/psychiatric care, employment/job seeking and income tax preparation
- Assist clients in domestic violence assessments and referrals
- Follow up and record outcomes on referrals

Direct Client Service with substance abuse services:

Objective: To help POTS clients with alcoholism and substance use issues as they move forward towards sobriety and substance free lives and maintaining the same.

- Perform initial drug and alcohol abuse assessments, individual case management sessions, therapeutic support sessions
- Create comprehensive assessment, crisis intervention and relapse prevention plans
- Evaluate use of services and expected outcomes on a continuing basis.
- Outreach and referral to inpatient/residential detox and rehabilitative treatment centers
- Act as an advocate and liaison for clients in securing emergency detox and rehabilitation care, and other community supports that promote integrated substance use or dual disorder treatment

- Provide individual support around substance use, relapse prevention, and harm reduction based on motivational interviewing and cognitive behavioral responses to substance use

Coordination with other POTS programs

Objective: Help clients access the full range of internal and external resources by working closely and communicating effectively with managers of other POTS programs, staff, external partners and others in the POTS network of service.

- Develop expertise to act as onsite substance abuse resource expert for all POTS program staff.
- Communicate regularly with those who work in other programs to help ensure that clients are being served as needed.
- Coordinate referrals onsite to Care Found Here, and offsite substance abuse treatment partners, and ensure recording these referrals in the POTS database.

Required Skills

- Dedication to the mission and values of POTS
- Bachelor's degree or Associate's Degree plus relevant experience
- Ability to have conversations in Spanish
- Good customer service skills
- Willingness to be flexible and improvise
- Cultural competence and sensitivity to relate professionally with a diverse client base and their families
- Facility with Microsoft Office and database management software
- Two years' experience navigating the substance use and mental health systems in NYC.
- CASAC (Master Level, Advanced Level, CASAC 2, CASAC, or CASAC-T)
- Knowledge of treatment resources throughout the NYC metropolitan area
- Experience working with people diagnosed with mental illnesses

Preferred Skill

- Experience working with formerly incarcerated individuals and those who are street and shelter homeless
- Knowledge of NYC public benefits systems
- Knowledge of NYC shelter systems and housing options