

**UPPER COASTAL PLAIN COUNCIL OF GOVERNMENTS  
CONTRACT POSITION (2 YEARS)**

**POSITION TITLE: CASE MANAGER  
GENERAL ADMINISTRATION – OPIOID NAVIGATOR**

**STARTING SALARY RANGE: \$38,656 - \$40,000 DOQ**

**GENERAL DESCRIPTION OF DUTIES**

This position is a supportive position working with the Turning Point Workforce Development Board (TPWDB), and the Upper Coastal Plain Area Agency on Aging (UCPCOG AAA). The case manager will provide substance abuse navigation services to citizens residing within Edgecombe, Halifax, and Northampton Counties. The case manager will also serve as a link between NC Works Career Centers, area employers, aging and senior service network partner organizations, local governments, and offender re-entry programs.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

- Accessing client needs, and developing strategies to help the client navigate resources available for prevention, recovery, and employment
- Identify resources and resource networks within Edgecombe, Halifax, Nash, Northampton, and Wilson counties
- Assist clients with accessing and navigating resources across multi-jurisdictional boundaries
- Providing support and resources for clients; good working relationship with support networks, government resources, and community resources
- Follow-up with calls to determine whether needs were met, when appropriate
- Researching and referring client resources such as healthcare, substance abuse, treatment and recovery, and workforce development services
- Organizing and influencing community and policymakers to develop programs, policies, and services to assist in prevention, treatment, and/or recovery
- Advocating and raising awareness on behalf of clients and the needs of the community and local services
- Work with the WIOA Business Services Manager in improving employer access to education, recovery, and treatment services to assist employers and employees with treatment and recovery services
- Assists in marketing, education, and outreach with the WIOA On the Job Training Program (OJT) for Employers
- Attends Board and committee meetings as needed and as requested

## **MINIMUM TRAINING AND EXPERIENCE**

Associate Degree, business administration or closely related field; supplemented by experience or training; or an equivalent combination of education, training, and experience.

Preferred qualifications are a Bachelors Degree in business administration, human or social services, and three years of relevant experience.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, data and/or information.

**Case Management:** Requires the knowledge and ability to use information and referral practices and procedures to assist clients, and navigate a wide array of local, state, and federal resource programs.

**Interpersonal Skills:** Requires the ability communicate with clients, co-workers, and business contacts in a courteous and professional manner.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to use, operate, and/or handle office equipment, such as a computer, printer, facsimile machine, and telephone.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference data and information, such as the Workforce Investment and Opportunity Act (WIOA) manuals and laws.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division.

**Functional Reasoning:** Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert very light physical effort in sedentary to light work, involving some reaching, handling, fingering and/or feeling of objects and materials.

**Dexterity:** Requires the ability to perform simple movements requiring moderate coordination, such as those required to operate a computer.

**Sensory Requirements:** Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions.

## **PERFORMANCE INDICATORS**

**The work performance of non-supervisory personnel of the Upper Coastal Plain Council of Governments is routinely evaluated according to the performance criteria outlined herein:**

**Knowledge of Work:** Has some knowledge of the policies of the Upper Coastal Plain Council of Governments as such pertains to the performance of the essential duties of a case manager in an aging,

social work, or workforce development environment. Has some knowledge of principles and practices of regulating state and/or federal programs; but may be trained accordingly. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with which position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

The Upper Coastal Plain Council of Governments is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Upper Coastal Plain Council of Governments will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.