



JOB DESCRIPTION

Title: Assessment Specialist
Classification: Full-time/Exempt
Reports To: Program Manager

Overview

POWER's mission is to help women reclaim their lives from the disease of addiction to alcohol and other drugs, and to reduce the incidence of addiction in future generations. We are an agency committed to providing quality gender-responsive, trauma-informed treatment and recovery supportive services to women with substance use and co-occurring disorders.

The Assessment Specialist, who is a member of the Central Intake team, provides critical drug and alcohol and level of care assessment and linkage to treatment. The Assessment Specialist works closely with the Intake Specialist and, together, they facilitate all intake, evaluation, and referral activities in a manner that reflects POWER's mission and complies with all regulatory standards and requirements. The Assessment Specialist also provides case management to POWER New Day clients and is responsible for assisting clients with needed resources in areas of physical health, housing, employment, education, transportation and other social supports.

Essential Duties and Responsibilities - Assessment

- Conduct comprehensive, confidential, quality assessments that are gender-responsive and trauma-informed, utilizing DDAP-approved criteria to determine the appropriate level of care necessary to treat substance use and co-occurring disorders.
- Collect and review referral information upon assignment and consult with other involved professionals as needed to support coordination of assessment and referral services.
- Work collaboratively to ensure appointment reminders to clients are made and that barriers to attending assessment appointments are addressed. (e.g., make appointment reminder calls/texts/emails, ensure administrative support staff make reminder calls/texts/emails, coordinate with Mentor/CRS to accompany client to first appointment, etc.)
- Based on the results of assessment, discuss recommendations with client and, using Motivational Interviewing and other strength-based and trauma-informed approaches, work collaboratively with the client to help him/her engage in the planning process and accept referrals to treatment. Educate clients on the benefits of accepting the appropriate level of care and work to engage them in the decision making process.
- Based on assessments and with client's consent, make referrals to the most appropriate programs and agencies in an effort to access the right level of care to best meet the client's treatment needs. Linking clients to treatment is a priority and a warm handoff is always attempted. When a warm handoff is not possible, work with the client to schedule admission and intake or an appointment date at the program or facility that he/she is referred to.

- If client is referred to one of POWER's licensed treatment programs as a result of an assessment, coordinate admission and intake in collaboration with the appropriate POWER staff. When a client is referred to another agency, forward screening, assessment and PCPC Summary Sheet, and required consents to the agency that the client is being referred to.
- Monitor client's access to and involvement with the treatment provider to ensure a smooth transition to care; help address barriers. Follow up with client within seven (7) days of the assessment to determine the outcome, ensure successful admission to treatment, and offer assistance when necessary.
- Collect necessary information for reimbursement and ensure that all required authorizations and paperwork is completed. Work closely with fiscal department to ensure accurate and timely billing to the funding sources can occur.
- Complete documentation requirements and maintain quality, up-to-date clinical records; including Outcomes Survey information and information for invoicing for services. Accurately enter clinical information into agency's electronic medical record (EMR).
- Provide outreach and clinical consultation to referral resources and community organizations; offer information, resources, and support to family members and other concerned individuals; and work with Mentors/CRS and other POWER staff to collaboratively ensure client's success.
- Work with Intake Specialist to coordinate intake activities and serve as a backup for conducting Urgent Care Screening interviews to determine the need for drug and alcohol assessment or emergency services. When emergency services are necessary, make referrals to appropriate health and human services agencies based on the outcome of the screening interview.
- Consult with supervisor, Treatment Team, and psychiatrist as needed.
- Remain knowledgeable and current about other drug and alcohol treatment agencies and programs, and maintain list of resources that can be shared with clients, family members and supports, and other agencies.
- Remain knowledgeable and in compliance with internal and external policies, procedures, regulations, and standards; including, for example, all of POWER's policies and procedures, DDAP requirements, PA Licensing standards, SCA/County Monitoring requirements, and managed care regulations.
- Participate in all staff development and training as required, as well as Treatment Team and other assigned meetings.

Essential Duties and Responsibilities – Case Management

- Participate in Treatment Team planning and work collaboratively with PND Staff to identify case management needs.
- Assist clients to access community based programs as needed by making and coordinating referrals for all housing, education/training, employment, transportation and other needed ancillary health and human services.
- Monitor service delivery and identify barriers to services through regular contact with clients, providers, and treatment team.

- Serve as liaison between community providers, clients and POWER New Day staff.
- Provide outreach, engagement and follow up to case management clients as needed.
- Maintain and update agency resource directory.

Requirements

- Bachelor's degree in Social Work, Counseling or a related field with two or more years of experience in a behavioral health setting; or Master's degree in Social Work, Counseling or related field plus a minimum of one year of clinical experience in a behavioral health setting; or a combination of comparable skills, experience and education per DDAP's Staffing Requirements. (Previous drug and alcohol assessment experience is preferred, but not required.)
- Experience in a women-centered treatment environment or with gender-responsive and trauma-informed care preferred. Understanding of and ability to support a trauma-informed system of care.
- Experience with cognitive behavioral therapies, including DBT; and Motivational Interviewing, Motivational Enhancement Therapy, and use of Motivational Incentives preferred.
- Personal recovery experience not required, however, knowledge of recovery support systems preferred. A minimum of five years of personal recovery is required for employees with lived experience.
- Strong interpersonal and engagement skills.
- Strong organizational and time-management skills.
- Excellent written and verbal communication skills.
- Value for and ability to deliver excellent customer service.
- Strong computer skills and experience with EMR systems a plus.
- Self-directed and flexible to meet the needs of administration and management, and ability to manage multiple tasks.
- Model and support clients in health and wellness activities and with using healthy coping skills.
- Support organization's mission with a sensitivity of cultural diversity and workplace harmony.
- Ability to secure Act 33 and 34 clearances.

Working Conditions

- Working in the POWER's various offices.
- Ability to work the hours necessary to complete the work.

Disclaimer

- Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.
- This job description reflects management’s assignment of essential functions; it does not restrict or prescribe the tasks that may be assigned.
- Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodation or other reasons.

POWER is an equal opportunity employer and provider

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

(Revised 9/5/17)