



Eastern Band of Cherokee Indians

Job Description

Position ID Number: 300-4200-015	Last Revised: 04/01/2014
Position Title: Drug Court Program Case Manager	Department: Tribal Court
Reports to: Clerk of Court	Division: Judicial Branch

Primary Function: The Program Case Manager provides professional, case management-type services including client orientation, essential care coordination, service monitoring, client advocacy, crisis management and service brokering to the Eastern Band of Cherokee Indians enrollees and other eligible persons. Assist Coordinator in assessing client and family needs in order to arrange, coordinate and monitor multiple services to meet the specific clients' complex treatment needs. Participates as an active member of the Drug Court Team in staffing sessions and is available for all court sessions. Organize the court docket and perform any clerical duties needed to assist the Drug Court Judge in operating the Drug Court. Additionally, clerical duties may at times be needed to assist other Trial Court Judges or the Clerk of Court, if necessary.

Job Duties and Responsibilities:

- Responsible for providing care coordination and support services for adults who are referred to the Cherokee Drug Court and found eligible for alcohol, drug or mental health services.
- Obtain and maintain certification to perform drug testing on participants. Conduct random alcohol and drug testing, home visits, and coordinate home visits with the Cherokee Police Department's Correction Officers and the Cherokee Courts' Probation Officers.
- Work with judicial personnel, Drug Court committee members, community members, and community organizations to enhance the Drug Court and to benefit its participants.
- Responsible for identification of community resources, coordination of support services and client advocacy.
- Responsible for coordination with staff and other health professionals/agencies in development of a viable therapeutic network to maximize client opportunities.
- Primarily responsible for maintaining client data.
- Develop and maintain a resource file on available social service agencies and assistance providers in the target area for use in referring clients for needed services.
- Implement and follow the provisions contained in all applicable privacy/confidentiality policies, procedures, and practices for maintenance and release of client records and clinical information, including EBCI, CIHA, HIS, DHHS, HIPPA, CFR 42, or other licensing bodies.
- Provide complete and comprehensive information to tribal, state and federal judicial systems regarding evaluations, referrals and recommendations for treatment as authorized by the primary therapist.
- Participate in Drug Court staffings to review client compliance with Drug Court policies and makes recommendations for corrective action.
- Collaborate with other health professionals and agencies; serves on committees and boards as appropriate to promote mental health/substance abuse treatment, general health issues, and improvement of lifestyles of EBCI members/families.
- Expected to obtain continuing education both through in-service training and through approved training seminars and workshops.
- Receive training concerning clerk of court duties and be prepared to fill in for other Court Personnel, in case of emergency.
- And all other duties as assigned.

Education

- An Associate's degree in Criminal Justice, Social Work, Counseling, Law Enforcement or related

/Experience:

field is required.

- A minimum of one year of experience in a Human Services field is required, although one year of additional relevant education may be substituted for experience. Case management experience in substance abuse treatment is preferred.
- Specific experience working with Native Americans preferred.
- Six months to a year would be required to become proficient in most phases of the job. Position requires a valid North Carolina driver's license.
- Knowledge of mental health/substance abuse principles, techniques and practices, and their application to individual casework, group work and community problems are preferred.

Job Knowledge:

- Requires the ability to ascertain the potential lethality of a situation and respond and refer accordingly.
- Requires knowledge of governmental and private organization/agencies and resources in the community and the surrounding area.
- Requires knowledge of judicial policies and procedures, judicial protocol, practices and techniques. Willing to become certified to perform alcohol and drug testing.
- Must have the ability to maintain records and files manually and on computer.
- Ability to establish and maintain effective professional relationships with administrative superiors, members of caseload, and their families and also with civic, judicial, educational, medical, social and religious organizations.
- Must possess ability to express ideas clearly and concisely and to plan and execute work. Requires ability to clearly communicate, both verbally and in writing.
- Must possess skill in independent planning, evaluation, supervision and delivery of services.
- Considerable originality and initiative are required in the daily performance of tasks.
- Possess cultural awareness and sensitivity in working with Native Americans.
- Adheres to the policies and procedures of the EBCI.
- Assists all Court staff when needed.
- All other duties as assigned.

Complexity of Duties:

This position is responsible for assisting in maximizing the available resources to develop and maintain the Cherokee Drug Court Program in a manner that best meets the constantly changing needs in the community. Must understand applicable policy, laws and regulations. Requires excellent problem solving skills in dealing with addictive behavior.

Contact with Others:

Individual interacts frequently with coworkers, clients and other professionals for the purpose of exchanging information, obtaining, or providing assistance. Courtesy and professional conduct is required to maintain positive working relationships. Utmost sensitivity and confidentiality is required when dealing with patients and families. It is imperative that the individual adhere to the EBCI Policies and Procedures on political activities.

Confidential Data:

All Drug Court data is considered highly confidential and strict adherence to all applicable tribal confidentiality policies, procedures and guidelines is required, including but not limited to Indian Health Service regulations on Privacy, 42 CFR, HIPPA, Code of Conduct and any applicable industry standards. Improper handling of confidential information could result in damage to patient relations, professional reputation and credibility of the program.

Mental /Visual Physical Effort:

Close attention to detail and mental concentration are required while performing clinical duties. Employee is subject to frequent interruptions requiring varied responses, which can cause distractions. Physical effort required to perform the job includes sitting, standing, walking, reaching with arms, bending, manual dexterity, visual acuity, and the ability to speak and hear. Position requires the analytical ability to evaluate theoretical as well as practical applications.

Environment:

Employee performs duties in the Cherokee Drug Court as well as within the Cherokee Courts, makes home visits with clients and in a variety of other settings. May be required to work holidays, weekends or other times when administrative leave is granted to ensure optimal client care.

**Supervision
Received:**

Works directly under the supervision of the Clerk of Court. Also works independently within applicable policies to achieve department goals and objectives.

**Responsibility for
Accuracy:**

Failure to accurately manage and direct activities could result in ill will for the program, delays in client services, and negative client and community relations. Individual must be responsible for the adherence to existing policy and procedure. Inappropriate actions or inaccuracies in judgment could result in serious liability for the tribe, or more serious health risks to clients, their families and the community.