

**Peer Assistance Services, Inc.**  
**Peer Health Assistance Programs**  
**Case Manager**  
**Position Description**

**Peer Assistance Services, Inc.** is a community-based, 501(c)(3), not-for-profit Colorado corporation. *Our mission, to lead with prevention and intervention for substance use and mental health concerns,* guides all agency programming. Our values of grit, integrity and compassion are guideposts for all that we do in the service of our mission. Each staff member operates from these to ensure the success of the agency.

<b>Position Title: Case Manager</b>			
<b>Program (s)</b>	<b>FLSA Status</b>	<b>Hours</b>	<b>Date of Last Revision</b>
Peer Health Assistance Programs <i>Includes Nursing, Veterinarian, Pharmacy, Dental, Mental Health Professionals, and Other Licensed Professionals</i>	Exempt	Minimum of 40 hours per week Some evenings & weekends and on-call required	December 9, 2022

**The Program:**

The Peer Health Assistance Program provides assessment, referral, long-term case management and monitoring for health and mental health professionals with physical, emotional, psychiatric, psychological and/or substance use conditions affecting their practice. Peer Assistance Services contracts with the Colorado Department of Regulatory Agencies, Division of Professions and Occupations to provide the Peer Health Assistance Programs which are statutorily created and funded by license fees.

**Position Summary:**

This position requires significant attention to clients’ ability to practice with reasonable skill and safety with timely reporting to the regulatory boards. Working in collaboration with clients, the person in this position (1) will work with a licensed evaluator to develop a monitoring contract that includes treatment and community resources to optimize their health and wellbeing to include, but not limited to, their physical and mental health, (2) maintains regular communications with the client, treatment providers and workplace supervisors in measuring compliance with the monitoring contract, (3) adjusts monitoring contract requirements in alignment with compliance measurements, and (4) maintains accurate record of contract monitoring throughout client involvement in the Peer Health Assistance Program.

**Essential Duties & Principal Responsibilities:**

Provide case management for program participants, to include:

- Demonstrates decision making ability to differentiate between role and function in monitoring versus role and function of treatment providers.
- Collaborates with licensed clinical staff to provide referrals to treatment and other resources.
- Comprehensive monitoring of compliance with monitoring contracts.
- Maintain accurate records and prepare reports for the state regulatory boards.
- Establish, maintain, and manage relationships with key partners on a monthly basis, e.g. treatment and healthcare providers, employers, supervisors, practice facilitators, etc.
- Provide trainings and educational presentations statewide.
- Data entry into Peer Health Assistance Program database.
- Routinely incorporates critical thinking, empathy and utilizes internal clinical consultation to deliver high quality services to clients and contracts.
- Participate in regular audits of caseload for quality assurance.

- Ability to participate in difficult conversations with program participants and program staff for the purposes of quality assurance to support ongoing professional development.
- Additional duties may be assigned.

**Education, Experience, and Other Requirements:**

- Bachelor’s degree in a health and behavioral health related field, e.g., nursing, social work, human services.
- Two or more years of experience in case management, preferred.
- Excellent verbal and written communication skills.
- Attention to detail and organization skills required.
- All offers of employment are contingent upon proof of full vaccination status for COVID-19. Fully vaccinated is defined as follows: At least two weeks have passed since receipt of the Johnson & Johnson single-dose vaccine, or the second dose of either the Moderna or Pfizer two-dose vaccines and all booster vaccinations; CDC documentation required.

**Competencies:**

***Communication:*** Communicates professionally, appropriately, and clearly both verbally and in writing. Communicates and reports accurately in a timely manner, meeting designated deadlines. Shares information and ideas with others and collaborates with agency staff and community partners. Acts as a public representative of the agency internally and externally, consistently exemplifying agency mission and values.

***Decision Making/Judgment:*** Recognizes opportunities and matters affecting agency and programs, gathers information, sorts through complex issues and seeks input from others, delegates as appropriate. Makes decisions consistent with agency mission, values, policies and procedures and level of responsibility. Within the bounds of assigned responsibilities, makes timely decisions, using consensus when possible. Communicates decisions to others in a timely and appropriate manner.

***Job Knowledge:*** Understands scope of responsibilities, possesses and maintains necessary job knowledge and has required technical skills. Appropriately and accurately applies job knowledge to complete principle duties and responsibilities. Understands and integrates agency mission and values into daily work.

***Collaboration and Planning:*** Sets goals in accordance with contract requirements and agency policies. Develops plans and manages resources to meet goals. Aligns plans with agency mission and values. Coordinates and cooperates with PAS staff, clients, contractors, community partners, stakeholders. Respects and adheres to team/supervisor/agency decisions. Holds self and others accountable. Tracks, measures, and reports outcomes.

**Reports to:** Program Manager, Peer Health Assistance Programs

**Direct Reports:** N/A

**Salary range:** \$56,000 - \$60,000

**Working Conditions:** Favorable office environment. Periodic evening and weekend hours required. Work may be stressful at times. Combination of remote and in-office work.

**Physical/Mental Demands:** Work requires hand dexterity for office machine operation; stooping, climbing, and bending to files and supplies; mobility to complete errands; stand/sit for up to eight hours each day; ability to communicate clearly when using the telephone; requires sitting; standing, walking, reaching, bending, lifting, and twisting at times; moderate levels of stress. Occasional lifting of up to 40 pounds.

**Disclaimer Statement:** The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required for employees assigned to this job.

PAS is an Equal Opportunity Employer. PAS is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or staff on the basis of age, race, gender, color, religion, national origin, disability, genetic information, sexual orientation, or any other applicable status protected by state or local law.

To apply please email resume and personalized cover letter to [hr@peerassistanceservices.org](mailto:hr@peerassistanceservices.org) (phone calls will not be accepted).