



Twin Falls County Case Manager

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| SALARY | \$26.29 Hourly | LOCATION | Twin Falls County, ID |
| JOB TYPE | Full-time | JOB NUMBER | 202500095 |
| DEPARTMENT | TARC - Treatment and Recovery Clinic | OPENING DATE | 11/03/2025 |
| CLOSING DATE | 1/18/2026 10:00 PM Mountain | | |

Position Information

Apply ONLINE at www.twinfallscounty.org

Job Description

The TARC strives to provide a holistic approach to family healing and the development of associated competencies through the use of Alcohol and Substance Use Disorder Treatment, Recovery Support Services, behavior specific groups, and wrap around services, to individuals in their community.

CLASSIFICATION SUMMARY

Provides professional Case Management services to individual TARC clients regarding treatment, community issues and resources, and life skills. Case Management assists clients who are at risk of being underserved in their effort to identify, access and utilized medical, behavioral health or social services or to otherwise achieve goals for recovery and resiliency. Duties include assessments, service planning, linkage to other services, client advocacy and monitoring, personal and phone contact to clients and their support systems; providing client-directed basic needs or referring clients to local providers; working collaboratively with varied agencies and professionals; monitoring drug testing; maintaining accurate and complete documentation. The Case Manager must possess knowledge of community resources and the ability to work effectively with a diverse population. The position's duties are closely supervised by the Clinical Treatment Supervisor per IDAPA requirements. The principal duties of the position are performed in an office setting with occasional trips to community partners offices.

Duties / Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

- Interacts with and maintains regular contact with clients to identify physical, mental and emotional needs, and environmental needs;
- Coordinates and collaborates with community resources to meet client's needs;
- Counsels clients to help motivate them and reinforce their commitment to treatment and services;
- Develops accurate and complete client records and documentations;
- Monitor's client's compliance with services and service provider's activities with clients;
- Assists clients to address and solve problems;
- Researches and maintains current knowledge of community resources and evidence based practices;

- Develop and maintain effective working relationships with community service providers;
- Sets up, maintains and manages the Telephone Recovery Service;
- Prepares for and facilitates assigned group;
- Maintains regular contact with probation staff to assist clients to be successful;
- Maintains regular contact with clients parent, guardian, significant other, and community supports
- Provide emergency crisis intervention and after hours on-call services;
- Seek donations;
- Responds to Commissioners', elected officials', County employees' and citizens' questions and comments in a courteous and timely manner;
- Performs time management and scheduling functions, meets deadlines, and sets project priorities;
- Communicates and coordinates regularly with appropriate co-workers to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Maintains strict confidentiality in all cases;
- Assists other department and County employees as needed or requested.
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Assist clients with Case Management activities;
- May supervise practicum students when necessary;
- Provide back-up to other staff as needed;
- Performs other duties as assigned.

Qualifications**CLASSIFICATION REQUIREMENTS:**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Professional counseling and case management methods;
- Community resources and local agencies' services;
- Accurate documentation and record keeping techniques;
- IDAPA, licensing, and payer source requirements for TARC services;
- Time management skills.

Skill and Ability to:

- Provide effective services to TARC clients;
- Work closely with the Clinical Treatment Supervisor and other Clinical staff;
- Work effectively with a diverse population, individually or in groups;
- Maintain complete and accurate documentation and client records;
- Speak clearly and communicate accurate information to others.
- Use English to communicate effectively with others.
- Proficiently operate computers, software programs, such as Microsoft Word, Excel, PowerPoint, or similar office software to create documents and other materials, maintain information, and generate reports.
- Listen carefully to, understand, and effectively communicate through oral, written, and interpersonal communication channels.
- Follow verbal and written instructions.
- Work independently and exercise initiative, with general guidance and supervision.
- Use good judgment to make sound and reasonable decisions and problem-solving skills to respond to client needs in accordance with laws, ordinances, regulations and established policies.
- Maintain a professional demeanor at all times;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Demonstrate integrity and ingenuity the performance of assigned tasks and solving problems;

- Perform all duties in accordance with County policies and procedures with regard for personal safety and that of other employees and the public.
- Maintain strict confidentiality in all cases.

ACCEPTABLE EXPERIENCE AND TRAINING:

- QSUDP, QSUDP Trainee, or Bachelor's Degree in a human services field from a nationally-accredited university or college;
- Must be licensed through the Idaho Board of Occupational licensing or have a current IBADCC Certification, if the degree requires it;
- First Aid Certification and Tuberculosis Test passage; or
- An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.
- Must successfully pass background investigation relevant to the position, including fingerprints and remain in good standing for the duration of employment with the County.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, or manipulate tools used in performing the essential functions of the classification, and reach with hands and arms. Specific vision abilities required by this classification include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions and communicate effectively in person, by telephone. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.

Employer

Twin Falls County

Address

P.O. Box 126

Twin Falls, Idaho, 83303

Phone

208-736-4174

Website

<http://www.twinfallscounty.org>