

## SENIOR CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position differs from a Case Manager by virtue of the increased level of expertise needed to handle the more difficult cases of the seriously and persistently mentally ill (SPMI) and the added responsibilities of supervision and training of other Case Management staff. The incumbent in this position is responsible for coordination of services provided to the clients of the Mental Health Department, by the Department and other agencies, to ensure that such services are appropriate and are provided in the most efficient and effective manner. The work is performed under the general supervision of a certified social worker. Supervision may be exercised over other case management staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Supervises and trains other case management staff; Coordinates, oversees, and evaluates program operations and related programs such as Supported Housing Program; Interviews client, family, friends, service providers and referral source, etc. to determine services being provided and background information; If necessary completes situational assessments in areas of activities of daily living, socialization, recreation, interpersonal communications, vocational and employment needs to provide a complete profile of the client; Compiles case files; Consults with Mental Health Department staff and service providers at other agencies in deciding what services should be provided; Determine what resources are available that would best meet the needs of the client and link the client to these resources; Develop and maintain a continuous relationship with the client, service providers and significant others; Ensure service continuity for each client, and coordinate services being provided by the varied services; Monitor and evaluate client's progress, and write periodic progress reports and submit them to appropriate agencies involved with the client; Participate in treatment plans, evaluations, reviews, etc. for clients; May, as required, provide support/counsel to client to assist him/her in acquiring independent living skills in areas of activities of daily living, vocational adjustment, interpersonal skills, social/recreational, and leisure activities to build client's abilities to maintain him/herself in the community; Assists in making appointments with the mental health clinic staff, physicians, dentists, and other service providers as necessary; Transport clients when necessary to accomplish case management goals; Maintains a variety of records; Gathers client information or program data and submits reports to the Director as required.

### FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of social casework principles and practices; Thorough knowledge of economic, emotional, social and environmental factors that affect clients and their families; Thorough knowledge of community services providers; Thorough knowledge of interviewing principles and techniques; Good powers of observation; Good knowledge of consultation strategies; Good judgment; Good oral and written communication skills; Ability to relate appropriately to seriously and persistently mentally ill clients; Ability to supervise and train others; Ability to work independently; Ability to establish and maintain effective helping relationships with service providers, clients and families; Ability to analyze human problems and to formulate and carry out plans to resolve these problems; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in human services and four years case management experience; OR

B. (1) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in any other field and (2) five years of case management experience.

NOTES: 1. Case management experience includes those activities that are directed toward enhancing a client's abilities to cope with and to solve problems, referral of clients to supporting resource and services, and promoting the effective operation of systems that provide people with resources and services. Functions include client assessment, problem identification, development, monitoring and revision of a plan for services, motivational support, counseling, crisis intervention, referral to social and support services, coordination and consultation with other service providers toward an integrated and comprehensive delivery system program and policy analysis, advocacy development, planning and implementation and organization analysis.

2. Experience which is custodial in nature and/or which involves primarily providing direct personal care to clients such as nursing, nurses aides, home health aides or similar positions are not considered case management work experience.

3. Behavioral sciences are defined as psychology, sociology, and anthropology.

Adopted 1/1/93

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