

## **CASE MANAGER (BEHAVIORAL HEALTH)**

**DISTINGUISHING FEATURES OF THE CLASS:** The primary responsibility of the incumbent of this position is to coordinate services provided to the clients of the Mental Health Department. The incumbent coordinates services provided by the Mental Health Department and other agencies to ensure that such services are appropriate and are provided in the most efficient and effective manner. The incumbent may, as required, provide direct services to the client. The work is performed under general supervision with leeway for independent decision-making. The work requires close consultation and cooperation with other Mental Health Department staff and service providers in other agencies. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only) 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, self-care, social functioning, self-direction, economic self-sufficiency, educational (vocational) employment needs and housing needs to provide a complete profile of the client; Consults with Mental Health Department staff and service providers at other agencies in deciding what services should be provided; Determines what resources are available that would best meet the needs of the client and links the client to these resources; Develops and maintains a continuous relationship with the client, service providers, and significant others; Ensures service continuity for each client, and coordinates services being provided by the varied agencies; Provides complex care management services in support of and in coordination with clinical and medical professionals in alignment with OMH/OASAS regulations; Provides clinical crisis intervention and support through use of de-escalation and other crisis management skills; Monitors and evaluates client's progress, and writes periodic progress reports and submits them to appropriate agencies involved with the client; Participates 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; Assists with accessing Medicaid transportation; when necessary to accomplish case management; Maintains a variety of records and reports of program activities; May provide guidance and support with program coordination for other paraprofessional staff, including Peer Services providers; Participates in community outreach and engagement efforts; May, as appropriate, act as an advocate for clients in accessing services that would enhance client's ability to function more independently.

**FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of social casework principles and practices; Good knowledge of crisis intervention and management skills; Good knowledge of applicable regulations, example: OMH/OASAS/OMIG regs; Good knowledge of economic, emotional, social and environmental factors that affect clients and their families; Thorough knowledge of service providers in the community; Good knowledge of interviewing principles and techniques; Ability to establish and maintain effective helping relationships with service providers, clients, and families; Good powers of observation; Ability to analyze human problems and to formulate and carry out plans to resolve these problems; Good knowledge of consultation strategies; Good judgment; Good oral and written communication skills; Ability to work independently; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS: EITHER:**

- A. Graduation from a college or university with a bachelor's degree in behavioral sciences, human services, social work or related field and two years of full-time paid, or its part-time equivalent, social casework, social work, or behavioral health experience; OR
- C. Graduation from a college with an Associate's degree in the behavioral sciences, human services, social work, or related field, and four years of fulltime paid, or its part-time equivalent, social casework, social work, or behavioral health experience; OR
- D. An equivalent combination of training and experience as defined by the limits of A, B and C.

**NOTES:** 1. Social casework work experience includes those activities that are directed toward enhancing a client's abilities to cope with and to solve problems and referral of clients to supporting resource 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 of services.

2. Social work is generally directed toward promoting the effective operation of systems that provide people with resources and services. Functions include the development, management, and evaluation of services programs; 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.

3. 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 social casework or social work.

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

5. Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Usually this will require possession of an appropriate driver's license, however, those incapable of driving and/or obtaining a license will be considered if they can meet any field requirements of the job through other arrangements requiring only reasonable accommodation on the part of the employer.

**NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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