

CASE MANAGER (COMMUNITY MENTAL HEALTH)

Distinguishing Features of the Class: The work involves responsibility for performing entry-level case management activities and services for the less complicated cases of mentally ill clients. The incumbent works with a larger client caseload of approximately 30 to 40 chronically less difficult clients, requiring less frequent contact, generally with a minimum of at least one meeting every three months. The incumbent works under the direct supervision of a qualified mental health professional and exercises no supervision. Does related work as required.

Typical Work Activities:

- Identifies clients in need of case management services by completing initial intake and assessment forms with clients applying for mental health services, by visiting with clients in State Hospitals, community hospitals, community residences and local emergency services;
- Coordinates the complete assessment of clients on their caseloads by arranging for clinical evaluations, psychiatric consultations, psychological testing, functional assessments, rehabilitative and social needs;
- Integrates a written service plan for each client and plans for its implementation;
- Monitors and follows-up the implementation of the written service plan by linking clients with necessary providers, assisting in gaining access to needed medical, psychiatric, social, educational, and other services, maintaining contact through the course of treatment;
- Assures medication regimen compliance through teaching and interpreting to clients the importance of prescribed medications, monitoring usage and refilling of prescriptions, and being aware of and alert to side-effects;
- Assists clients in learning to use fiscal resources through budget planning, monitoring and instruction in spending, and assisting with applications to entitlements;
- Prevents and/or resolves developing crises to avoid unnecessary use of emergency rooms and re-hospitalizations;
- Assures the maintenance of case management records with appropriate reviews and updating of service plans;
- Provides transportation to clients when other transportation is not available or appropriate;
- Participates in staff meetings and conferences for collaborative treatment planning;
- Meets with others in the clients' environment when necessary to insure a social support system network for the client.

Case Manager (CMH) contd.**Full Performance Knowledge, Skills, Abilities and Personal Characteristics:**

- Working knowledge of case management techniques;
- Working knowledge of the problems of the chronically mentally ill;
- Working knowledge of human behavior;
- Working knowledge of the community resources available for the client population and how to effectively access them;
- Working knowledge of counseling and crisis intervention techniques;
- Ability to analyze and organize data and prepare records and reports;
- Ability to understand and interpret complex oral instructions and/or written directions;
- Ability to establish and maintain effective working relationships with others;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications: EITHER:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree which included 18 credit hours in a human services field* coursework;
OR
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree which included 12 credit hours in a human services field* coursework; and two (2) years of experience in providing direct services to persons diagnosed with mental disabilities** or two (2) years of experience in linking persons diagnosed with mental disabilities** to a broad range of services essential to successfully living in a community setting (e.g. medical, psychiatric, social, educational, legal, housing and financial services).

*For purposes of qualifying for this title a human services field shall include social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family studies, speech and hearing.

**For purposes of qualifying for this title the term mental disabilities refers to persons properly diagnosed as suffering from mental illness, mental retardation, alcoholism, or substance abuse.

07/31/95

01/26/98

02/05/03

12/14/04

CLASS: COMPETITIVE