

## CASE MANAGER II (DEVELOPMENTAL DISABILITIES SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for providing individual and systemic advocacy and support as part of a comprehensive professional program designed to provide access and connection to treatment and rehabilitative services for persons with intellectual\*\*/developmental disabilities; support services for their families; and liaison with other County, local and community agencies for referral purposes. Work involves a great deal of community interaction in order to connect with consumers, conduct outreach programs and to develop public acceptance of the goals of the program and may involve both day and evening assignments throughout Westchester County. This level differs from the lower level Case Manager I in the greater complexity of cases assigned and that oversight may be exercised over a small number of community workers, volunteers, and entry-level case managers. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Provides assistance, counseling and conducts outreach activities on issues related to the intellectually\*\*/developmentally disabled;

Performs intake evaluations for the purpose of gathering social and medical history of identified individuals and their families for connection to appropriate services;

Prepares written reports such as progress notes, statistical reports, etc;

Formulates treatment plans and conducts regular individual and/or group counseling sessions with clients and their families on an assigned caseload basis for the purpose of treatment and rehabilitation;

Maintains case management and monitors records ensuring compliance with regulatory requests;

Compiles reports on the progress of the client, making recommendations and connections for additional services that might be helpful in promoting rehabilitation;

Conducts follow-up (services) to ensure the continuation and success of treatment and to provide support or assistance, if required;

Accepts appropriate post de-escalation referrals from APS/SPOA, Westchester Threat Assessment Center (WESTAC), crisis or mobile crisis services;

Contacts other County, local and community agencies in order to engage their services on behalf of the client;

Attends multi-disciplinary staff meetings to promote comprehensive treatment and rehabilitation services for the client and his family;

Provides community education and outreach regarding intellectual\*\* and developmental disabilities/ services and support

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Provides technical assistance to community providers regarding individual's specific problems;

Makes referrals for needed supports & services;

Reinforces client participation in treatment through short-term case management sessions as needed;

May oversee a small number of community workers, volunteers, and entry-level case managers;

Uses computer applications or other automated systems such as spreadsheets, word-processing, calendar, e-mail and database software in performing work assignments;

May perform incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the effectual relationship of intellectual\*\*/developmental disabilities on the consumer and family; knowledge of the community, public and local agencies which provide services; ability to establish and maintain effective working relationships with groups and individuals; ability to evaluate a problem related to intellectual\*\*/developmental disabilities in order to assist clients and/or their families in arriving at solutions which are workable; ability to communicate effectively both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; sensitivity; tact; discretion; resourcefulness; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: a Bachelor's degree\* in the health or human services field\*\* and one year experience where the primary function of the position was in providing services to persons with intellectual\*\*/developmental disabilities.

SUBSTITUTION: Possession of a Master's Degree\* in the health or human services field\*\* may be substituted for the one year of required experience.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

\*\*DEFINITION: Intellectual disabilities refers to neurodevelopmental conditions that affect functioning in areas such as learning, problem solving and judgement; also adaptive functioning activities of daily life such as communication skills and social participation.

\*\*\*DEFINITION: The New York State Office for Persons with Developmental Disabilities defines health or human services\* degrees as Social Work, Sociology, Psychology, Health, Nursing, Medicine, Rehabilitation Counseling, Therapeutic Recreation, Nutrition, Occupational Therapy, Physical Therapy, Speech Pathology, Audiology, Music Therapy, Education or Special Education.

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J. C.: Competitive  
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Job Class Code: C2780  
Job Group: IX