

CASE MANAGER I (MENTAL HEALTH CERTIFIED PEER SPECIALIST)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class is responsible for counseling and conducting outreach activities/referrals as part of a comprehensive professional program designed to provide community support services and mental health services for clients with mental health and behavioral issues in emergency, inpatient/outpatient, community support programs, and/or residential settings; within the guidelines of all applicable laws, rules, regulations, and departmental policies and procedures. This role serves as a role model for recipients and educates recipients about self-help techniques and group process. Work also involves a great deal of teaching recipients effective coping strategies, clarifying goals for rehabilitation and recovery, and assist them in developing support systems. Supervision is not a regular responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Engages clients while conducting initial assessments;

Participates in client treatment planning with the assigned clinician and the Center Administrator;

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 peer counseling;

Educate the clients about self-help techniques, coping strategies, sometimes based on personal experience, and assist them with identifying personal goals for rehabilitation and recovery;

Conducts follow-up services to ensure the continuation and success of the rehabilitation and to provide support or assistance, as needed;

Contacts other county, local, and community agencies to advocate or access their services on behalf of the clients;

Compiles reports on the progress of the patient, making recommendations for additional services which might be helpful to promote rehabilitation;

Monitors, evaluates and records the participants progress with respect to care plan goals

Facilitates the development of self-help skills, support systems, coping strategies, and the increased hope and self-esteem;

Maintains established professional boundaries with the goal of assisting clients to achieve their personalized recovery goals;

Attends meetings and conferences at the various community agencies mentioned above for the purpose of providing information about service goals and objectives, and to provide consultation on the special needs of clients;

Makes contacts with community agencies to explore the possibilities of program expansion to better serve the needs of clients;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of the mental health and recovery and trauma informed practices, including both the physical and psychological effects of experiencing mental health issues, both to the patient and family members, and the modern methods for rehabilitative treatment; familiarity with the community, public and local agencies which provide services for clients who experience mental health issues; ability to work closely with patience in a manner which is dependable, consistent, supportive and sympathetic; ability to establish and maintain effective working relationships with both clinic staff and also with people from a wide range of socio-economic and ethnic backgrounds in a stressful and vulnerable environment; ability to communicate effectively orally and good writing skills; ability to evaluate a problem related to mental health issues, and assist clients and/or their families to arrive at solutions which are workable within their individual socioeconomic environment; ability to effectively use computer applications such as spreadsheets, word processing, calendar, 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: Certification as a New York Certified Peer Specialist (NYCPS) by the New York Peer Specialist Certification Board (NYPSCB).

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