

SUPERVISING CASE MANAGER (CLINICAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Program Director – Community Support System within the Adult Mental Health Services of the Department of Community Mental Health, an incumbent of this class is responsible for supervising, directing and monitoring staff who provide case management activities in support of comprehensive professional programs designed to provide treatment and rehabilitative services to persons with serious mental illness within Westchester County. The incumbent coordinates the case management relationship between existing County programs and service provider agencies. The incumbent ensures that services are provided in a timely manner and in accordance with existing laws, rules and regulations. The Incumbent trains new staff and assists staff with problem cases, and maintains a caseload of clients. The incumbent supervises subordinate casework staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises and monitors assigned case management staff by establishing priorities, setting and clarifying goals and objectives, and monitoring case progress to ensure that all services are provided in a timely manner and in compliance with all pertinent laws, policies and procedures;

Ensures, through supervision, that the case management relationship among and between existing County programs is coordinated so that individuals with serious mental illness are served most effectively and efficiently;

Identifies service needs of referred clients and discusses case assessments and follow-up plans with casework staff in order to enhance staff skills and knowledge and to ensure that appropriate services are provided; carries partial case load as assigned by supervisor;

Maintains a resource inventory of referrals within the community;

Participates in monitoring services provided by contracted agencies and through grant programs for quality assurance of service delivery to the seriously mentally ill population;

Trains new staff, provides ongoing training for experienced staff and monitors and evaluates the performance of all assigned staff, both within Community Mental Health and its service provider agencies;

Acts for and represents the department, as required, in relation to the above mentioned case management and programmatic activities;

Prepares reports to measure and summarize case activity, program utilization, identify trends, monitor providing of services, and performs research activities, as necessary;

Participates in community education including seminars and panel discussions on serious mental illness and related issues;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

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: Thorough knowledge of the needs of seriously mentally ill individuals and corresponding treatment modalities; good knowledge of New York State rules and regulations concerning mentally ill individuals; good knowledge of community, public and local agencies available to provide services to the mentally ill; good knowledge of administrative practices including: personnel, record keeping, data collection techniques and statistical analysis; ability to establish and maintain effective working relationships with individuals and groups; ability to plan, supervise, and evaluate the work of others; ability to communicate effectively, both orally and in writing; tact; ability to understand and work within legal frameworks; 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; tact; good judgment; dependability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and four years of experience where the primary function of the position was providing casework or clinical services in the field of serious mental illness.**

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

**DEFINITION: Serious mental illnesses includes major depression, schizophrenia, bipolar disorder, obsessive compulsive disorder (OCD), panic disorder, post traumatic stress disorder (PTSD), and borderline personality disorder.

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.