

GENESEE COUNTY

CASE MANAGER II (HELP Program) (Community Mental Health)

DISTINGUISHING FEATURES OF THE CLASS: A Case Manager II (Community Mental Health) is a more advanced level of case management where the incumbent performs case management activities for the more difficult cases of seriously mentally ill clients. This class differs from that of Case Manager I (Community Mental Health) in that the incumbent works with a caseload of 30-35 difficult clients, under the direct supervision of a qualified mental health professional. 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 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;
- May be required to serve on the "On Call" team.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND/OR PERSONAL

CHARACTERISTICS: Good knowledge of case management techniques; good knowledge of the problems of the chronically mentally ill; good knowledge of human behavior; good knowledge of community resources and how to access them; ability to relate well with people; ability to deal confidently with other service providers; tact and courtesy; integrity; good judgment.

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus and make visual observations of clients.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MINIMUM QUALIFICATIONS:

EITHER:

1. Possession of a Master's degree from a regionally accredited or NYS registered college or university in Psychology, Sociology, Social Science, or Human Service or related field;

OR:

2. Possession of a Bachelor's degree from a regionally accredited or New York State registered four year college including 18 credit hours in psychology, sociology, social science, or human services related courses, and one year of F.T. paid experience in a Mental Health setting, or other human service field, working directly with mentally ill individuals;

OR:

3. Possession of an Associate's degree from a regionally accredited or New York State registered two year college with a degree in Human Services or related field **AND** three (3) years of full-time, paid experience in a mental health setting, or other human services field, working directly with mentally ill individuals.

NOTE: Part-time, paid experience as defined above will be considered on a prorated basis.

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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SPECIAL REQUIREMENT FOR ACCEPTANCE OF APPLICATION AND CONTINUED EMPLOYMENT: Possession of a valid NYS Drivers license.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-Competitive

Adopted 5/28/24-12/31/24