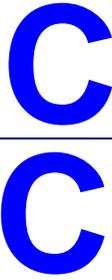




An Equal Opportunity Employer

**CAYUGA
COUNTY**



CIVIL SERVICE COMMISSION

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TITLE:	Intensive Case Manager (Mental Health)
JURISDICTIONAL CLASS:	Competitive
CIVIL DIVISION:	Cayuga County
ADOPTION: CSM	11/10/10
REVISED: CSM	

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for performing intensive case management for a caseload of adults with serious and persistent mental illness or children and adolescents with serious emotional disturbances. Clients have a history and continued risk of: danger to self or others, psychiatric hospitalization and or incarceration, and/or foster care and out-of community placement. The incumbent assists clients with a psychiatric disability by acting as primary service provider and treatment team coordinator making necessary service referrals to address the social problems identified. The incumbent also formulates and carries out treatment plans to meet individual and/or family problems. The work is performed under the general supervision of the Director of Community Outreach with extensive mandated training provided through the State and the agency. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Completes initial client assessment using a standardized assessment tool to determine need for services;
- Acts as the primary service facilitator for individuals who are difficult to treat and/or are service resistant;
- Assesses individuals in the community who are in psychiatric distress to determine service needs and gains their trust in order to be able to provide services to them;
- Collaborates with other staff members, the client and their delegates in designing individual care plan to meet client needs;
- Provides crisis intervention and stabilization services to clients in order to increase client's independence and reduce unnecessary hospitalizations;
- Monitors and follows up the implementation of the individual care plan by linking clients with necessary providers and maintaining contact throughout the course of care;
- Responsible for management of funds used for client needs, including budgeting and preparing financial reports;
- Coordinates services for the client with other providers and agencies throughout the community, including schools, doctors, housing and urban development, etc.;

Provides information regarding program services and requirements either by phone or in person, schedules appointments, or assists individuals in applying for service by explaining procedures and program processes;

Organizes client data and records and enters information into database;

Assists clients in filling out forms for services and determining eligibility;

Attends forums and meetings concerning issues and changes in programs and benefits which affect clients;

Reviews existing case records to reevaluate client situation in order to re-authorize care plans when changes are needed or when re-applying for renewable services;

May be required to handle emergencies on evenings and weekends

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:

Good knowledge of mental illnesses, psychopathology and clinical diagnostic systems;

Good knowledge of local, Federal and State agencies and programs providing services related to emotionally disturbed children and adults;

Good knowledge of the characteristics, needs, and interests of emotionally disturbed children and adults;

Good knowledge of crisis intervention skills;

Ability to engage extremely impaired and threatened individuals;

Ability to understand and empathize with the needs and concerns of others;

Ability to establish and maintain effective working relationships with others;

Ability to communicate effectively both orally and in writing;

Ability to operate a personal computer and utilize common office software programs;

Physical condition commensurate with demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Master's Degree in social work, psychology, sociology, nursing or community mental health counseling, AND two (2) years of experience providing direct services to mentally disabled patients and clients; OR
- (B) A Bachelor's Degree in a human services field listed in (A), AND four (4) years of experience as stated in (A); OR
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.