

CARE SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for case management and coordination of the Case Management Services for adult and youth services provided by the Sullivan County Department of Community Services. Duties will include outreach, case management, needs assessment, program eligibility determination, client selection/prioritizing, and monitoring the delivery and quality of care. Incumbent(s) are responsible for assuring the standards of casework services in accordance with State, Home Health, and local agency policies and procedures. Some administrative duties will be performed in this position. Work is performed under the general direction of the Director of Community Services or his/her designee with leeway for independent judgment in performing many of the duties of the position.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Plans, coordinates, and evaluates the activities of a care management unit of Department of

Community Services, or the activities of subordinates in a special program;

Provides advice to Assistant Social Worker I and Assistant Social Worker II staff on the

implementation of Federal, State and Local policies and programs;

Provides guidance and support to Assistant Social Worker I and Assistant Social Worker II

staff in the absence of the Director of Community Services;

Ensures that the work assignments are equitable and goals are developed to attain professional

development of Assistant Social Worker I and Assistant Social Worker II staff;

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Discusses difficult cases with Assistant Social Worker I and Assistant Social Worker II

staff and provides necessary consultations;

Participates in the activities of the care management team meetings which monitors case intake,

transfers, closings, 90-day and 6-month case reviews, and monitors compliance of monthly UR and monitors compliance;

Screens, interviews, and makes recommendations regarding hires and contributes to the

evaluation of new staff;

May operate a County vehicle to fulfill job responsibilities in the community, to attend meetings,

and/or for training purposes;

Participating in formal interventions with clients, using specific assessments and intervention

techniques to provide support, improve client functioning, or to bring about changes in the presenting needs of clients and their support groups;

Assisting in the arrangement of specific services for clients insuring proper coordination of

human services and to monitor client response to treatment modalities;

Implements and formulates Assistant Social Worker I and Assistant Social Worker II policies

and procedures for recommendation to the Director of Community Services;

Coordinates the training on policies, procedures and new program regulations;

Establishes program methods, determining standards and practices;

Maintains Case Management policy manual with respect to regulation changes/updates;

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Discusses/explains policy and procedures under the guideline of Department of Health (DOH) and Office of Mental Health (OMH) to members, clients and professionals within the community;

Stays informed on issues of mutual concern and acts as a liaison to family courts and community agencies on behalf of Community Services;

Assists in the preparation and evaluation of unit plans;

Ensures records and reports prepared by Assistant Social Worker I and Assistant Social Worker II staff are compliant with applicable laws and OMH/DOH regulations via utilization reviews;

Responsible for accurate reporting to overseeing State agencies of demographic, financial and other statistical data, performing trending analysis, and recommendations;

Participates in informational and educational activities to disseminate information concerning programs and services offered through the Community Services Department; and

Participates in informational and educational community activities to further community knowledge about the prevention or treatment of mental and behavioral health disorders.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of interviewing principles, practices, and techniques; working knowledge of the symptoms, causes, characteristics, prognoses, and treatment methods associated with mental and developmental disabilities; ability to effectively interview individuals for the purpose of obtaining useful case management information; ability to express oneself clearly

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both orally and in writing; ability to prepare reports; ability to recognize symptoms or characteristics associated with illness, and to use good judgment in reporting these observations; sensitivity to cultural diversity issues and to persons contending with mental or developmental disabilities; and ability to get along well with others.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's Degree in psychology, sociology, or other behavioral sciences field; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree and two (2) years of experience in providing para-professional care management services and supervisory duties to aide persons adjusting to illness and/or disability.

SPECIAL REQUIREMENT FOR APPOINTMENT: *Candidates must possess a valid driver's license.*