

## COMMUNITY SERVICES COORDINATOR

206-D

DISTINGUISHING FEATURES OF THE CLASS: This is an important professional position involving responsibility for planning and coordinating a major services component of the County Community Services Department. This position does not involve day to day supervision or administration of a clinic. Incumbents will be required to become thoroughly familiar with the requirements and practices used in providing services to a specific program component such as Developmental Disabilities, Mental Health, Case Management, Alcohol and Drug Abuse, or other service component of the Community Services Department. Work is performed under general supervision with leeway for independently performing most duties. Although direct supervision of other staff is not ordinarily a requirement of this position, the duties will involve significant interaction with other staff to ensure that program certification requirements and the delivery of service are being accomplished in an acceptable manner.

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.*

Assists in the development and implementation of the local government plan for Developmental Disabilities, Mental Health, Addiction Services, or other service component of the Community Services Department;

Conducts needs assessments with regard to the Developmental Disabilities, Mental Health, Addiction Services, or other service component of the Community Services Department;

Determines the certification requirements of the Developmental Disabilities, Mental Health, Addiction Services, or other service component of the department and meets with appropriate administrative personnel to establish policies and procedures consistent with certification requirements;

Works with Clinic Supervisors to identify educational needs of staff with regard to specific service components;

Acts as liaison with other agencies involved in some aspect of the delivery of service for the specified service component IE: SPOA, AOT, Task Force, Acute services, etc.;

Chairs and prepares meeting agendas for one or more committees in the role of an expert as assigned in the service component IE: SPOA, AOT, Task Force, Acute services, etc.;

Coordinates activities of the assigned service component with services offered by other agencies;

Acts as a resource and referral to community-based services;

May be responsible for collection of data on study outcomes, such as opioid overdose deaths, non-fatal opioid overdoses, OUD screening, and MOUD treatment;

May aide in identifying the data landscape for the County and work to improve the quality of data collection across the system;

May prepare study reports on surveillance and presents to coalition and workgroups;

Works with coalition, workgroups and stakeholders to interpret and utilize data;

May provide feedback on data points, functioning and usability of data dashboard and design;

May work as a member of the Community Services Quality Assurance Team to assist with the development and oversight of local mental hygiene systems of care;

Engages in annual local services planning and quality improvement activities required to meet the diverse needs of individuals and families;

Aids in the Development of the annual Local Services Plan for mental hygiene;

May aide in contracting with mental hygiene service providers receiving state aid pass through funding;

May assist with insurance credentialing within the Department of Community Services;

May monitor compliance of student interns within the Department of Community Services;

May provide data information from data collection as required;

Acts as liaison with other agencies to ensure compliance with various aspect of the delivery of service for the specified service component;

May serve on various committees to ensure compliance with contracts and needs as identified by Mental Health Law in the role of an expert on the assigned service component;

May conduct internal clinical chart reviews for quality assurance purposes and communicates findings to Department Head so deficiencies can be addressed;

May identify opportunities for process improvement and supports continuous quality improvement efforts within the Department and among community stakeholders; and

May operate a County vehicle to fulfill job responsibilities in the community, to attend meetings, and/or for training purposes.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARAC-**

**TERISTICS**: Thorough knowledge of the certification and program standards for the service component for which the employee is responsible (ie: Developmental Disabilities, Mental Health, Case Management, Addiction Services); thorough knowledge of the principles, methods, procedures, and practices of psychiatric social work, of the functioning of community mental health facilities and how to use them effectively with others; good knowledge of psychiatric disabilities, developmental disabilities, medical conditions, and treatments; good knowledge of resources available in an out of the community; ability to chair various committee meetings, as necessary; ability to understand and interpret complex regulatory information; and ability to

prepare technical and informational data for administration to others in meeting certification and program requirements.

MINIMUM QUALIFICATIONS:

- (A) Possession of a Master's Degree in psychology, sociology, or other behavioral sciences field from a regionally accredited college or university or one accredited by the New York State Board of Regents and three (3) years' experience in providing para-professional care management services and supervisory duties to aide persons adjusting to illness and/or disability; or
- (B) Possession of a Bachelor's Degree in psychology, sociology, or other behavioral sciences field from a regionally accredited college or university or one accredited by the New York State Board of Regents and five (5) years' 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.*

**NOTE:** Your degree or credits 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 or credits were awarded by an educational institution outside of 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: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed: September 9/9/2021  
Jurisdictional Class: Competitive  
Public Hearing: N/A  
NYS Civil Service Commission Approval: N/A

Revised in classplan on 1/24/06  
Revised in classplan on 3/3/16  
Revised in classplan on 9/9/2021  
Revised in classplan on 7/18/2022  
Revised and Replaced in Classplan: 1/9/2023  
Revised and Replaced in Classplan: 4/1/2024  
Revised and Replaced in Classplan: 12/26/2024 (Edu)