

INTENSIVE CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing specialized treatment services for a group of seriously and persistently mentally ill clients.

Emphasis is placed on decreasing the number and length of psychiatric hospitalizations or the use of emergency services, and to provide a greater level of outpatient case management assistance by coordinating all services on an individualized basis planned around the specific needs of the client.

Work is performed under general supervision with leeway for independently performing most 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.*

Provides treatment services to a small number of seriously and persistently ill clients who are at high risk for psychiatric re-hospitalization;

Provides intensive case management services to each client with emphasis upon individual counseling;

Meets with the client, family members, and other health care personnel, to monitor and coordinate the delivery of evaluations and assessments in order to identify client needs;

Coordinates and participates in the development of a comprehensive and individualized treatment plan, including the coordination of outpatient services;

Determines resources that will meet the needs identified in the assessment process;

Contacts providers to determine appropriate placements and referrals;

Facilitates service delivery by making appointments for clients and assisting clients in attending and keeping service appointments;

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Assists families and significant others in working with the client to implement a treatment program;

Evaluates and monitors clients to determine progress;

Provides assistance in crises intervention and stabilization;

Assists clients in understanding the importance of taking prescribed medications;

Provides assistance to clients in utilizing available social service programs and fiscal resources;

Maintains case management records relating to clients.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Comprehensive knowledge of the principles, methods, procedures and practices of social work; thorough knowledge of the social, medical and human services available in the community; good knowledge of the factors contributing to the development and maintenance of positive and productive client-worker relationships, including confidentiality, professional ethics and referral techniques; good knowledge of interviewing techniques and their application to specific client-worker situations; ability to organize, direct and coordinate social work and case management services; ability to prepare technical and informational data for administrative use; ability to present ideas clearly, both orally and in writing; ability to maintain accurate and thorough case management notes; ability to provide social work and case management services to seriously mentally ill clients; compassion and sensitivity in dealing with the client; basic awareness and sensitivity to issues of cultural diversity; and ability to work effectively with people from different social, cultural, or economic backgrounds.

MINIMUM QUALIFICATIONS*: Either:

(A) Possession of a Master's Degree in a human services field** and two (2) years of experience

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in providing direct services to mentally disabled patients/clients or in linking mentally disabled

patients/clients to a broad range of services essential to successfully living in a community (e.g. medical, psychiatric, social, educational, legal, housing, and financial services): or

(B) Possession of a Bachelor's Degree in a human services field or possession of a New York State Teacher's Certificate for which a Bachelor's Degree is required and four years of experience as indicated in (A) above; or

(C) An equivalent combination of training and experience as described in (A) and (B) above.

*Minimum qualifications are established and required by the New York State Office of Mental Hygiene for non-state appointments involving Medicaid eligibility for Intensive Case Management Services.

**A "human service field" includes social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family studies, sociology, speech and hearing.

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.