

## INTENSIVE CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This work involves coordinating and participating in the development of individualized services for the seriously and persistently emotionally disturbed who have a diagnosable mental illness which interferes with their ability to function independently, appropriately, and effectively. Duties are performed under general supervision with wide latitude allowed for the use of independent judgement in carrying out the details of the work. An Intensive Case Manager does related work as required.

### TYPICAL WORK ACTIVITIES:

- Coordinates and participates in the development of an individualized, goal-oriented service plan;
- Assists the individual in achieving objectives and maximizing independence and productivity through on-site support, training, and assistance in use of personal and community resources;
- Assists in developing formal and informal community supports and networks of relatives, friends, and others;
- Identify and assist in procuring resources which are required to meet the needs of clients;
- Provides services which will prevent or resolve crisis in order to prevent unnecessary use of emergency rooms and inpatient services;
- Compiles and maintains a variety of records such as case management records, service plans, and client assessments;
- Provides periodic progress reports as required by the New York State Office of Mental Health;
- May provide on call services in order to respond to client emergencies at any hour of the day.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the practices and procedures of psychiatric social work and of the social factors affecting disease and disability; good knowledge of community resources, and the scope of services rendered and how to use them effectively; skill in utilizing counseling and therapeutic techniques; ability to work effectively with public and private agencies and with the general public; ability to present oral and written comments and opinions clearly and concisely; ability to relate to the disabled; initiative and resourcefulness; integrity; willingness to work non-traditional hours; physical condition sufficient to perform the essential functions of the position.

### MINIMUM QUALIFICATIONS: Either:

A.) Graduation from a regionally accredited or New York State registered college or university with a Master's degree in the social or behavioral sciences and two (2) years of experience 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 setting (e.g. medical, psychiatric, social, educational, legal, housing, and financial services).

OR

B.) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in the social or behavioral sciences and four (4) years of experience 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 setting (e.g. medical, psychiatric, social, educational, legal, housing, and financial services).

OR

C.) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in the social or behavioral sciences and six (6) years of experience 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 setting (e.g. medical, psychiatric, social, educational, legal, housing, and financial services).

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION