

## PROGRAM DIRECTOR FOR CASE MANAGEMENT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This work involves supervising a team of Community Mental Health Workers involved with helping outpatient clients cope with social, emotional and related difficulties. The incumbent monitors the activities of subordinates, providing them with technical advise and guidance in assessing clients needs. Employees in this class also work with small groups in a day treatment center. The work is performed under general supervision. Supervision is exercised over subordinate employees. A Program Director for Case Management Services does related work as required.

### TYPICAL WORK ACTIVITIES:

- Makes recommendations and provides guidance in assisting subordinates determine needs of clients;
- Reviews and evaluates the performance of subordinates;
- Assures that the completeness and accuracy of client records is in compliance with established standards;
- Plans and participates in social, recreational and skilled hobby activities designed to improve a client's self image and enhance the individual's interaction with others;
- Conducts initial interviews with clients and makes field visits to observe their progress in community living;
- Assists persons in obtaining entitlements and support services such as social security, medical and mental health services;
- Makes contacts to obtain referral data or other significant medical or psychiatric data;
- Explains agency policy and procedures to clients and family;
- Schedules and arranges appointments with staff;
- Compiles and maintains case activity reports and controls;
- Processes applications, authorizations and reports;
- Maintains statistical or other records of interviews, complaints and appeals;
- May serve on various committees related to mental health care.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of interviewing techniques; through knowledge of the practices and procedures of social casework and of the social factor affecting disease and disability; working knowledge of the techniques of report writing; ability to readily acquire an understanding of polices, laws and regulations relating to the Mental Health Program; ability to follow complex oral and written directions; 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 plan and direct the activities of others; ability to relate to the disabled; ability to drive a motor vehicle; initiative and resourcefulness; tack and courtesy; integrity; 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 at least an Associate's degree and two (2) years of full-time paid social work experience in a health care facility adhering to standards acceptable to the new York State Department of Mental Hygiene. Course work must have included twenty-four (24) credit hours in the social or behavioral sciences;

OR

- B. Four (4) years of full-time paid social work experience in a health care facility adhering to standards acceptable to the New York State Department of Mental Hygiene.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 9/26/02