

## **INTENSIVE CASE MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the Broome County Department of Social Services and involves responsibility to plan and oversee the provision of services to persons with serious and persistent mental illness to insure that these clients gain access to needed medical, psychiatric, social, educational, psychological and other services necessary to meet basic human needs. The program of intensive case management is targeted to populations with particularly problematic service needs. This group includes people who have a diagnosable mental illness and functional impairments which may seriously interfere with the ability to live independently and which persist over a prolonged period of time. Deficits in self care, social functioning, activities of daily living, economic self sufficiency, self direction and concentration are common. However, most clients can show marked improvement when they are given the community supports and service they need. Many of the clients to be served by the program have had repeated hospitalizations, reject service and refuse medication, have frequent crises, lack social or family networks, and display severe psychiatric symptomatology when confronted with stress. The role of the Case Manager is to identify clients in need of case management services, assure the assessment of clients on their caseload, determine resources needed, coordinate and integrate written service plans, facilitate service delivery, coordinate treatment plans with service providers, provide services to prevent or resolve crises, and is responsible for community support and education activities. Case management is intended to be the mechanism to ensure the mental health system meets the needs of the client population, and the services reach the client concerned. The work is performed under the general supervision of a Case Supervisor Grade A or Clinical Social Worker with leeway allowed for exercise of independent judgement in carrying out details of the work. Supervision over the work of others is not a responsibility of employees in this class. The incumbent does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Coordinates and participates in the development of an individualized, goal-oriented service plan;  
Monitors and coordinates the delivery of necessary evaluations and assessments in order that each client's needs are identified;  
Provides coordination and assistance in crisis intervention and stabilization;  
Aids the individual client in achieving objectives and maximizing independence and productivity through on-site support, training and assistance in use of personal and community resources;  
Aids clients who have previously chosen not to use mental health services by providing options that are responsive to their needs and preference;  
Reduces inpatient treatment by providing whatever services or supports are necessary to prevent or resolve crises in

client's own place of residence;  
Helps clients to achieve their own goals concerning where and how to live;  
Aids in developing formal and informal community supports and networks of relatives, friends and others;  
Takes an active advocacy stance for clients and teaches clients to advocate for themselves whenever possible;  
Ensures that basic client needs are met and that clients have access to non-mental health services;  
Develops natural support networks, including peers, family members, neighbors and others;  
Provides outreach to engage clients;  
Visits clients at community hospitals and emergency rooms;  
Maintains contact with emergency services;  
Assures the assessment of clients on their caseload in order to have goals, strengths, and skill deficits identified, including clinical evaluation, psychiatric diagnosis, and functional assessments and social network assessments;  
Determines resources that will meet the need identified in the assessment process;  
Identifies problems that prevent clients from accessing or attending needed services and develops strategies for solving their problems;  
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Identifies problems that prevent clients from accessing or attending needed services and develops strategies for solving their problems;  
Determines the need for auxiliary services, i.e. financial benefits, legal, housing, educational, etc.;;  
Arranges for people to accompany clients to appointments, if necessary;  
Helps clients utilize non-mental health community resources;  
Arranges client transfers to other programs or living arrangements when indicated;  
Monitors and assures that all collateral and ancillary contacts made on behalf of the client are recorded in the client's record.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of mental illness, including theories of etiology, treatment regimens and diagnostic indicators;  
Thorough knowledge of the functioning of psychiatric outpatient clinics and of community resources;  
Good knowledge of the mental health service delivery system;  
Ability to provide professional leadership;  
Ability to analyze and evaluate psychiatric reports and to make diagnostic assessments;  
Ability to work effectively with a clinical team setting;  
Ability to plan, organize and control the delivery of services provided;

Ability to deal with clients and their families.

**MINIMUM QUALIFICATIONS:**

- A) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree\* and three years of experience either providing mental hygiene\*\* services to patient/clients or linking patients/clients to services essential to successfully living in a community setting (e.g. medical, psychiatric, social, educational, legal, housing and financial services); OR
- B) Possession of a Master's degree from a regionally accredited or New York State registered college or university and one year of experience as outlined in A) above; OR
- C) An equivalent combination of training and experience as outlined in A) and B) above.

Note: \*A bachelor's degree including thirty (30) semester credit hours in sociology and/or psychology may be substituted for one-year of experience.

Note: \*\*Mental hygiene includes the areas of mental health, alcoholism services, substance abuse services, mental retardation and development disability programs and related fields.

Note: A minimum of one year of experience is required.

**SPECIAL REQUIREMENT:** Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title