

COMPLEX CARE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class provides a range of administrative, coordination, case management, and social work services to providers and clients. This title supports the Ulster County Department of Mental Health's (UCDMH) Assisted Outpatient Treatment (AOT) program. Specifically, this title supports the utilization of Enhanced Voluntary Agreements (EVA) in the County. EVAs provide a high-level of support and supervision to individuals at-risk to themselves or others due to Serious Mental Illness who do not require court-ordered treatment. Supervision is received from higher-ranked UCDMH staff at regularly scheduled sessions and on request, with considerable leeway allowed for the use of independent judgment and initiative in individual cases. Does related work as required.

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.

Works with County AOT staff to implement the County AOT plan including new policies and procedures related to EVAs and other required AOT program enhancements;

Coordinates care with AOT and EVA service providers, local hospitals, OMH and all other AOT/EVA stakeholders;

Ensures collaborative agreements are in place with hospitals in support of improved discharge planning for individuals being considered for AOT or EVA;

Provides technical assistance to providers supporting individuals on EVAs;

Monitors county utilization of EVA vs. AOT;

Conducts investigations to determine clinical appropriateness and legal eligibility for AOT and EVA;

Works with local law enforcement to ensure appropriate use of removals and coordination of crisis responses;

Provides care coordination regarding client service delivery;

Maintains records and prepares reports of a narrative and statistical nature as well as general correspondence;

Receives in-service training and keeps abreast of latest developments in the mental health field;

May be required to be on-call during unscheduled working hours if circumstances of the assignment deem it essential.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of community mental health, addiction and developmental disability services; good knowledge of community resources; ability to organize, oversee and coordinate mental health care management services; ability to coordinate planning across departments and agencies; ability to prepare case summaries as well as outcome reports for administrative purposes; ability to utilize technology to optimize operations of the program;

ability to provide leadership; initiative; good judgment; tact; ability to work cooperatively with other agency staff.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a Master's Degree in Social Work or related field **AND** Current licensure as a Licensed Master Social Worker (LMSW) by the New York State Department of Education; **OR**
- B. Possession of a Master's Degree in Social Work or related field **AND** One (1) year of post-degree professional experience in mental health; **OR**
- C. Possession of a Bachelor's Degree in Social Work or a related field; **AND** Three (3) years of post-degree professional experience in mental health.

Special Requirement: Candidates must complete continuing education training hours as required by the New York State Department of Education to maintain professional licensure with no lapses in licensure during terms of employment.

Note: Your degree or college credits must have been awarded or earned 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 was awarded by an educational institution outside 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 <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Ulster County
1532 CC CD
Classification: Competitive
CSEA
Grade 17

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