

## SENIOR CASE MANAGER

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class provides coordination of care management services to consumers who are in the adult and/or child Single Point Of Access (SPOA) process, eligibility determination, and data entry and analysis. Senior Case Manager activities include assessing the consumer's interest in utilizing available services and coordinating the various services to achieve engagement. This position requires both clinical and administrative skills and provides clinical and administrative support to various programs. Supervision is received from assigned senior staff. Supervision may be exercised over the work of subordinate personnel. 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.

Receives adult and/or child SPOA applications and reviews for completeness and determines eligibility;

Interacts with consumers to assess interest in available SPOA services;

Acts as liaison between the department, other county departments, and other agencies;

Participates in SPOA meetings;

Attends Assisted Outpatient Treatment monthly meetings;

Facilitates the stabilization of clients in crisis by arranging for emergency services as needed;

Collects relevant information from consumers by telephone;

Maintains an expertise in the areas of entitlements, housing, clothing, food, transportation and legal services;

Monitors and informs the SPOA coordinator of the SPOA process through data reporting and analysis;

Develops, maintains and utilizes tracking systems as needed, including utilizing New York State tracking system, Psychiatric Services and Clinical Knowledge Enhancement System (PSYKES);

Analyzes data and prepares reports as requested;

Attends and participates in departmental activities as directed;

Performs other duties as identified by supervisor.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of the causes, effects and symptoms of mental illness and chemical dependency; thorough knowledge of the SPOA process; thorough knowledge of Ulster County Health Home eligibility, community resources and services; good knowledge of Ulster County behavioral health service system and Ulster County support service system; working knowledge of NYS consumer based data programs; ability to establish and maintain a rapport with mental health clients, and their families; ability to analyze and report on relevant data; ability to use computers and program related software; ability to maintain databases; ability to prepare narrative reports, statistical reports and general correspondence as requested; ability to function well under stress and in emergencies; ability to keep abreast of new developments in the mental health field; good judgment; initiative and resourcefulness; emotional maturity; tact.

**MINIMUM QUALIFICATIONS:** Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree which included or was supplemented by thirty (30) semester credit hours in psychology, sociology, one of the behavioral sciences or a related field and three (3) years of experience working with populations presenting mental health and/or substance abuse issues.

**Special Requirement:** Possession of a valid New York State driver's license at time of appointment.

**Note:** Verifiable volunteer experience may be accepted, if such experience is in all respects other than salary the equivalent of paid experience.

ULSTER COUNTY  
6055 SR CS MGR  
Classification: Competitive  
Grade: 16  
Union: CSEA

Adopted: November 28, 2016