

SUPPORTIVE CASE MANAGER (Community Mental Health)

Distinguishing Features of the Class: The child Supportive Case Manager would be responsible for providing case management services to those clients who no longer need Intensive Case Management services, but are at some risk, though not imminent, of being removed from their homes due to mental illness. Clients may also be referred directly from the SPOA (Single Point of Accountability) committee as a child who needs services, but not with the frequency and intensity as Intensive Case Management. Face to face contacts with the clients is at least two times per month, and the child Supportive Case Manager would be responsible for the same duties and activities as an Intensive Case Manager.

Child Supportive Case Management Job Description:

- Carries a caseload of up to 20 youth with an Axis 1 diagnosis
- Identifies clients in need of case management services by completing an intake and assessment of the referrals that have come through SPOA (Single Point of Accountability), and applying that information to the Assessment for Inclusion form
- Meets with each client at least two times per month
- Develops a written service plan for each client developed within the first 30 days of admission with reviews every three months after that
- Facilitates, monitors and follows-up on the implementation of the service plan by linking clients with necessary providers; assisting in gaining access to needed medical, psychiatric and social services; and maintaining contact throughout the course of treatment
- Acts as an advocate for the child in community settings, such as school, recreation programs, and job development programs
- Aids client and family in learning the importance of medication compliance through monitoring usage, as well as education regarding the importance of using medication as prescribed, monitoring usage, refilling of prescriptions, and being aware of and alert to side effects
- Assists the family of clients with applications to entitlement programs, insurances, housing and anything that would benefit the mental health and functioning of the child
- Accesses collateral information from family members, school personnel, mental health providers, Probation, Department of Social Services and Primary Care Provider
- Aids in developing formal and informal community supports and networks of relatives, friends and others
- Writes progress notes after every visit indicating length of session, participants and objectives worked on and progress made
- Reviews service plans every three months and updates with input from client and family
- Meets with supervisor one time weekly
- Attends all required staff meetings, case conferences and group supervision

Full Performance Knowledge, Skills, Abilities and Personal Characteristics:

- Knowledge of case management techniques
- Knowledge of the problems children and their families face due to the child's mental illness
- Knowledge of human behavior and development

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- Knowledge of community resources available for clients and their families, and how to easily access them
- Knowledge of counseling and crisis intervention techniques
- Ability to provide crisis intervention services
- Ability to complete the necessary documentation in a correct, concise and timely manner
- Ability to establish and maintain a working relationship with others
- Physical condition commensurate with the demands of the position

Minimum Qualifications EITHER:

- (A) Two years of experience in providing direct services or in a substantial number of activities such as: intake and screening, assessment and reassessment, case management plan and coordination, implementation of case management plan, crisis intervention, monitoring and follow-up of case management services and counseling and exit planning. These services must be provided to people who are mentally disabled, or homeless; **OR**
- (B) One year of case management experience and graduation from a regionally accredited or New York State registered college or university with Associate's Degree in health or human services field; **OR**
- (C) One year of case management experience and an additional year of experience in other activities with target populations; **OR**
- (D) Graduation from a regionally accredited or New York State registered college or university with Bachelor's or Master's Degree which includes practicum encompassing a substantial number of activities with the target population; **OR**
- (E) The individual meets the regulatory requirements for case manager of a State Department within New York State

Note: An original transcript is needed for all degrees.

Note: Qualifying education includes degrees featuring a major concentration in social work, psychology, nursing, rehabilitation, education, occupational therapy, recreation or recreation therapy, counseling, community mental health, child and family studies, sociology, speech and hearing.

02/05/2003

08/09/2007

CLASS: COMPETITIVE