

GENESEE COUNTY

INTENSIVE CASE MANAGER **(Community Mental Health)**

DISTINGUISHING FEATURES OF THE CLASS: The Intensive Case Manager (Community Mental Health) performs case management activities for clients who are seriously and persistently mentally ill. This class differs from that of Case Manager (Community Mental Health) in that the incumbent works with a smaller caseload (approximately 10-15 clients) of more seriously mentally ill clients, and under more general supervision than would a Case Manager (Community Mental Health). The Intensive Case Manager must be available on a 24-hour basis, and works under the general supervision of a Clinical Supervisor. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Identifies clients in need of case management services by completing initial intake and assessment forms with clients applying for mental health services, by visiting with clients in State Hospitals, community hospitals, community residences, local emergency services;

Coordinates the complete assessment of clients on their caseloads by arranging for clinical evaluations, psychiatric consultations, psychological testing, functional assessments, rehabilitative and social needs;

Integrates a written service plan for each client and plans for its implementation;

Monitors and follows-up the implementation of the written service plan by home visits, linking clients with necessary providers, assisting in gaining access to needed medical, psychiatric, social, educational, and other services, maintaining contact throughout the course of treatment;

Assures medication regimen compliance through teaching and interpreting to clients the importance of prescribed medications, monitoring usage and refilling of prescriptions, and being aware of and alert to side-effects;

Assists clients in learning to use fiscal resources through budget planning, monitoring and instructions in spending, and assisting with applications to entitlements;

Prevents and/or resolves developing crises to avoid unnecessary use of emergency rooms and re-hospitalizations;

Assures the maintenance of case management records with appropriate reviews and updating of service plans;

Serves as a member of the "On Call" team;

Participates as a member of the emergency crisis intervention team on call after normal office/business hours.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS:

Good knowledge of case management techniques, good knowledge of the problems of the chronically mentally ill; good knowledge of human behavior; working knowledge of community resources and how to access them; good knowledge of counseling and crisis intervention techniques; ability to relate well with people; ability to deal confidently with other service providers; tact and courtesy; integrity; good judgment.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus and make visual observations of clients.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education,
AND:

- A. A Master's Degree in the Human Services Field* and two (2) years of full time, paid experience in providing direct services to mentally disabled*** patients/clients or in linking mentally disabled patients/clients to a broad range of services essential to successfully living in a community setting, (e.g. medical, psychiatric, social educational, legal, housing and financial Services);

OR:

- B. A Bachelor's Degree in the Human Services field* or a NYS Teacher's

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MINIMUM QUALIFICATIONS, CONT'D

certificate for which a Bachelor's Degree is required and (4) years of the above mentioned experience in (A);

OR:

- C. Completion of a Bachelor's Degree which includes at least thirty (30) hours of undergraduate credit related to the field of mental health and (4) four years of the above mentioned experience in (A);
- D. NYS licensure and registration as a Registered Professional Nurse and possession of a Bachelor's Degree, four (4) years of the above mentioned experience in (A).

*For purposes of qualifying for these titles a "Human Service Field" includes Social Work, Psychology, Nursing, Rehabilitation, Education, Occupational Therapy, Physical Therapy, Recreation or Recreation Therapy, Counseling, Community Mental Health, Child and Family Studies, Speech and Hearing.

**Only experience gained after receipt of appropriate degree will be credited. A Master's Degree in one of the listed fields may be credited as two (2) years of experience in meeting the experience requirements in B & C. above.

***The term "mentally disabled" refers to persons properly diagnosed as suffering from mental illness, mental retardation, alcoholism or substance abuse.

SPECIAL REQUIREMENT FOR ACCEPTANCE OF APPLICATION AND CONTINUED EMPLOYMENT: Possession of an appropriate NYS Driver's license.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Competitive Class
Adopted 7/16/98
Revised 7/25/00
2/26/03