

Department: Mental Health

SPEC B290

Classification: Competitive

Grade: 15

SUPERVISING CARE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position overseeing the coordination, administration and evaluation of care management and mental health services provided by Essex County Mental Health. The work involves responsibility for providing care coordination services for individuals and/or their families, including children, to assist them with their economic, medical, emotional, social and environmental difficulties. This employee supervises Care Manager staff to create, document, execute and update plans for those served. The Supervising Care Manager worker formulates and carries out plans to meet the individual problems of the cases assigned with limited supervision. The incumbent does related work as required.

Note: In compliance with OSHA, this position has a potential risk of exposure to bloodborne pathogens (blood/body fluids).

TYPICAL WORK ACTIVITIES: *(Illustrative only)*

Formulates and carries out plans to meet the needs of the individuals or family;
Provides counseling to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems;
Helps recipients achieve their own employment goals;
Helps recipients make satisfying use of their leisure time;
Assessing recipients strengths and service needs, coordinating behavioral and medical treatment planning, being available to help in a crisis and advocating for and with the recipient;
Establishes a relationship with individuals and families to persuade them to avail themselves to recommended social services;
Identifies the need for services through in-depth discussions with clients;
Maintains liaison with various individual agencies and providers to which individuals and families can be referred for services;
Works closely with other staff personnel in carrying out the plan for services;
Reviews existing case records for available information for use in formulating care coordination plan;
Periodically reviews cases to determine changes in the individuals or families situations affecting need for services;
Maintains written documentation as required;
Trains new staff with Care Manager duties/cases;
Oversees all aspects of the Care Management program and its requirements on the County and State level;
Oversees program planning and develops new program initiatives;
Conducts staff meetings and treatment/care planning/review meetings;
Established and maintains procedures for keeping data required by the NYS Dept. of Mental Health, the NYS Dept. of Health and Essex County Mental Health.

FULL PERFORMANCE KNOWLEDGE SKILLS ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the Mental Health field; working knowledge of Federal, State and local Social Services laws and programs; ability to communicate effectively both orally and in

writing; ability to establish and maintain successful relationships with people; working knowledge of community resources and how to use them effectively; ability to exercise sound judgement in appraising situations, making decisions and assisting staff with difficult client matters; imagination; sensitivity to the reactions of others; good powers of observation and analysis; initiative; tact; emotional maturity; good judgment.

MINIMUM QUALIFICATIONS: Either:

- a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in a Mental Health related field with a major concentration in social work, psychology, nursing, rehabilitation, education, occupational therapy, counseling, community mental health, child and family studies, sociology or other such human services fields and three (3) years of experience delivering care management services in a medical or behavioral health setting; or
- b) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and five (5) years of experience delivering care management services in a medical or behavioral health setting;
- c) An equivalent combination of training and experience as defined in a) and b).

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATION.

Possession of a current New York State Driver's License at the time of appointment.

Created: October 17, 2023