

Department: Mental Health  
Classification: Competitive  
Grade: 12

SPEC DISK B2  
DOCUMENT 78

### SUPPORTIVE CARE MANAGER

*DISTINGUISHING FEATURES OF THE CLASS:* 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. Work is performed under the close supervision of a Supervising Caseworker, with in-service training provided through the agency. A Supportive Care Manager, in consultation with the supervising worker formulates and carries out plans to meet the individual problems of the cases assigned. 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;

#### *FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:*

Working knowledge of Federal, State and local Social Services laws and programs; ability to establish and maintain successful relationships with people; imagination; sensitivity to the reactions of others; good powers of observation and analysis; initiative; tact; emotional maturity; good judgment; physical condition commensurate with the demands of the position.

#### *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; or

SUPPORTIVE CARE MANAGER - Continued

- b) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and two (2) 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: May 3, 2006

Revised: August 24, 2012