

CASE MANAGER II (EMPLOYEE ASSISTANCE PROGRAM)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this class provides initial interviewing and referral services for public employees whose job performance has been adversely affected by personal or behavioral/medical problems. Organizational knowledge and resource management skills are an integral part of Employee Assistance Program case management. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides assessment and referral services for County and Local Jurisdiction employees and their families on all matters relating to medical/behavior problems which adversely affect job performance;

Makes referrals to inpatient and community resources when appropriate;

Provides professional and technical consultation to department facilitators; conferences cases in person with treatment personnel as indicated;

Maintains confidential records for the sole purpose of monitoring employee involvement and communicating with supervisors regarding Supervisory Referrals;

Accumulates statistical data for all employee referrals.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of case management techniques and methods used in crisis counseling and task centered counseling; good knowledge of community resources particularly in the drug and alcohol modalities; skill in the area of individual, family and group counseling; the ability to work effectively with a wide variety of professional and lay personnel; good interpersonal skills; emotional maturity; initiative; resourcefulness; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either (a) a Bachelor's Degree* and two years experience working with chemically dependent clients, as part of a clinical-treatment program; or (b) completion of at least 30 credits toward a Master's Degree* in Social Work, Counseling, Guidance or Psychology and one year of experience working with chemically dependent clients, as part of a clinical-treatment program; or (c) an Associate's Degree* and four years experience working with chemically dependent clients, as part of a clinical-treatment program; or (d) a satisfactory equivalent combination of the foregoing training and experience as defined by the limits of (a) and (c).

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

West. Co.
J. C.: Competitive
MML596

Job Class Code: C2690
Job Group: IX