

CASE MANAGER II (SOCIAL WORK)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class performs social work counseling and conducts outreach activities as part of a comprehensive professional program designed to provide medical or mental health treatment to patients receiving inpatient, outpatient, ambulatory, or residential care. This involves helping patients make effective use of the medical or mental health care provided to promote their recovery. Work is performed independently within the framework of rules, regulations, and guidelines of appropriate agencies and subject to supervisory review. Supervision may be exercised over a small number of community workers, volunteers and clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Formulates treatment plans and conducts regular individual and/or group counseling sessions with patients and their families on an assigned caseload basis for the purpose of treatment and rehabilitation;

Interviews patients and their families in order to assess their needs and counsel them on the nature and availability of services in Westchester County and in adjusting to medical treatment, nature of illness, physical limitations, hospitalization, etc;

Creates profiles and reports detailing individuals' progress through the mental health system, tracking the services they have received, and making recommendations for additional services;

Makes referrals to residential, care management and Assertive Community Treatment(ACT) teams to facilitate services for individuals in the public mental health system;

Contacts other County, local and community agencies in order to engage their services on behalf of the patient;

Coordinates with other agencies or individuals in providing assistance to patients and their families, making referrals to community support services such as social services agencies, churches, nursing homes, home health providers, employment agencies, schools, legal aid society and others;

Compiles reports on the progress of the patient, making recommendations for additional services that might be helpful in promoting rehabilitation;

Attends discharge planning meetings for individuals with complex needs to review goals and objectives of community placement and ensures all aspects of the treatment plan are in place;

Attends meetings and conferences at community agencies for the purpose of providing information about service goals and objectives, and to provide consultation on the special needs of the patient;

Arranges for community services, equipment, or supplies needed by patients using appropriate funding resources;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Conducts follow-up assessments at a patient's home following discharge and makes needed referrals;

Attends multi-disciplinary staff meetings, interdisciplinary conferences, and patient rounds to discuss and evaluate ongoing treatment and rehabilitation services for the patient and their families;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of modern principles and techniques of social work; good knowledge of community medical and mental health programs and related laws and regulations; good knowledge of the sociological and psychological aspects of illness and of its relationship to family life; skill in conducting interviews; analyzing data, and summarizing material for case records; ability to establish and maintain a successful relationship with patients; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; good powers of observation and analysis; patience; emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree* in Social Work; or (b) a Bachelor's Degree* and one year experience where the primary function of the position was in providing social casework services in a medical, psychiatric, or public health setting.

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree in Social Work may be substituted for one year of the above stated experience.

*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.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.

NOTE: Only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.