

CASE MANAGER II (SOCIAL WORK)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position 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/clients receiving inpatient care, outpatient care, ambulatory care, or residential care. This involves helping patients/clients make effective use of the medical or mental health care provided to promote their recovery. The work is performed within the framework of rules, regulations, and guidelines of appropriate agencies. This involves casework skills and the ability to do independent casework subject to supervisory review of casework decisions and activities. Supervision is not a regular responsibility of this class; however leadership may be exercised over lower level community workers and/or clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Formulates treatment plans and conducts regular and/or group counseling sessions with patients/clients 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 in adjusting to medical treatment, nature of illness, physical limitations, hospitalization, etc;

Contacts other county, local and community agencies to advocate or access their services on behalf of patients/clients;

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

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

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 patients/clients;

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

Conducts follow-up assessments at a patient/client'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/client 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;

EXAMPLES OF WORK: (Illustrative Only) (con't)

May perform other incidental tasks as needed.

REQUIRED 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/clients; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks 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 the one year of required 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 REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York will be required at the time of appointment.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.