

COMMUNITY WORKER - MENTAL HEALTH

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class assists in the delivery of community services offered by the Department of Community Mental Health by performing a variety of sub-professional duties designed to assist both the community and individuals in making effective use of specific program services while relieving the professional staff of activities that can be performed at a less skilled level. An incumbent in this position should, if possible, be indigenous to the community and area served. An incumbent in this position may be required to work flexible hours. This class differs from Community Outreach Worker in that work involves both informing community residents of services available to them as well as assisting in the delivery of services while the Community Outreach Worker is normally only involved in informing residents of services available to them. Although not normally a feature of the class, supervision may be exercised in certain situations. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists the professional staff in service delivery, such as processing of applications, verifying eligibility for treatment, interpreting program services, distributing informational material, etc.;

Conducts preliminary interviews with applicants or clients either in the field or office to obtain data, determine eligibility for treatment by checking insurance cards, conduct screening, provide information, etc.;

Explains Department of Community Mental Health patient billing for service system to clients;

Helps clients obtain healthcare benefits by "swiping" insurance or other card and noting the number and nature of visits allowed, informs administrative and/or professional staff of findings so they might arrange for more authorizations;

Works with clients and their insurance companies or Medicaid to settle outstanding claims and unpaid bills by contacting providers to determine the nature of the problem, such as incorrect coding, incorrect birth date, insufficient authorized visits, etc.;

Assists billing and financial staff in resolving unpaid claims, settling payment disputes and obtaining revenue by contacting providers to determine the nature of the problem, such as incorrect coding, incorrect birth date, insufficient authorized visits, so that corrections are made and payments can be processed;

Answers telephones, responds to requests for information and directs inquiries to appropriate staff members;

Arranges appointments, schedules meetings, and prepares materials for professional staff;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Processes other correspondence independently as delegated, or from brief direction;

May maintain department files, records, mailing lists and other source documents in accordance with departmental procedures;

Gathers community data for use in assessing the effectiveness and efficiency of service delivery programs;

Arranges meetings, recruits speakers, and acts as a speaker to educate the community on program goals, available services and issues;

Interprets program services in an assigned community or geographic area;

Explains agency policies and procedures to members of the community with specific reference to applicant's or patient's responsibilities as well as those of the agency providing services;

Acts as advocate on behalf of community served in program planning and service delivery;

Assists and advises clients or applicants in matters relating to school attendance, money management, living conditions, appointments with professional staff, preparing forms. Maintains liaison with program participants either in the field or in the office;

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:

Thorough knowledge of available resources within the community assigned; good knowledge of the local social and health agencies available to deal with community problems; good knowledge of the health and social problems and attitudes in the community related to the area of assignment; knowledge of insurance billing procedures; ability to communicate effectively with designated community groups in order to elicit from them their specialized needs and to acquaint them with available services; skill in public speaking before large groups of people; ability to handle difficult situations in a courteous and tactful manner; ability to translate specialized community needs into program to insure effective services delivery; ability to learn and perform various sub-professional tasks in assigned program area; 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; sound judgment; resourcefulness; integrity; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and three years of work experience, including one year in human services which involved direct contact with clients or patients to provide services and which involved insurance billing, for a mental health, medical, health or social services agency, facility or practice.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to two years. There is no substitution for the year of specialized experience. Volunteer experience may also be substituted on a year for year basis for the above stated experience; however the experience gained must be equivalent to a 35 hour a week, full-time position.

SPECIAL REQUIREMENTS: When required to operate a motor vehicle, 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.

*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 Department of Education as a post-secondary, degree-granting institution.

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