

SUPERVISING CASE MANAGER (TASC)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this class is responsible for supervising, directing and coordinating staff who provide case finding and screening services for clients and for ensuring that services are provided in a timely manner and in accordance with existing laws, rules and regulations. Incumbents coordinate the case management relationship between county programs in the fields of mental health, alcohol and substance abuse, the TASC (Treatment Alternatives for Safer Communities) program and the criminal justice system, and assist in the development of plans, policies, and procedures for implementation of program components. This position trains new staff and assists staff with problem cases. Supervision is exercised over casework staff and clerical employees. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Acts as liaison among county departments of Probation and DCMH, the courts, and criminal justice system and clinical treatment programs concerned with mental health and alcohol and substance abuse;

Supervises assigned casework staff by establishing priorities, setting and clarifying goals and objectives, and monitoring case progress to ensure that all services are provided in a timely manner and in compliance with all pertinent laws, policies, procedures, etc.;

Identifies service needs of referred clients and discusses case assessments and follow-up plans with casework staff in order to improve staff skills and knowledge and to ensure that appropriate services are provided; may carry partial caseload as assigned by senior DCMH supervisor;

Prepares reports to measure and summarize case activity, identify trends, monitor provision of services, etc.;

Maintains a resource inventory for referrals within the community;

Maintains communication with other units in the department, other County departments, and community agencies, to ensure efficient and effective delivery of services;

Trains new staff, provides ongoing training for experienced staff, and monitors and evaluates the performance of all assigned staff;

Participates in the development and implementation of program policies and procedures;

Participates in community education including seminars on drug and alcohol abuse, panel discussions, etc.;

Acts for and represents the department, as required, relative to the above mentioned case management and programmatic activities;

May perform other incidental tasks, as needed;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the field of substance abuse; good knowledge of the organization of the criminal justice system; good knowledge of administrative practices including: budgeting, personnel, record keeping; working knowledge of data collection techniques and statistical analysis; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; ability to plan, supervise, and evaluate the work of others; ability to establish and maintain effective relationships with others; ability to understand and work within legal frameworks; ability to communicate effectively, both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; tact; good judgment; dependability; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and three years experience where the primary function of the position was providing casework or clinical services in the fields of criminal justice or community mental health.

SUBSTITUTIONS: A Master's Degree* in criminal justice, social science or a professional mental health discipline may be substituted for the above experience at the rate of 30 credit hours* per year for up to one year.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized 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 driver's license to operate a motor vehicle in New York State.

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