

CASE MANAGER I (DEVELOPMENTAL DISABILITIES SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for providing intake and Medicare Service Coordination as part of a comprehensive professional program designed to provide treatment and rehabilitative services for persons with developmental disabilities; support services for their families; and liaison with other County, local and community agencies for referral purposes. Work involves a great deal of community interaction in order to conduct outreach programs and to develop public acceptance of the goals of the program. This level differs from the Case Manager II in the level of complexity of the cases assigned; generally, caseloads at this level would not include those individuals who have had significant involvement in the Criminal Justice System or Homeless Shelter System. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs intake evaluations of clients for the purpose of gathering social and medical history of patients and their families;

Prepares written reports such as progress notes, treatment plans, statistical reports, etc.;

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

Maintains case management records on family contacts, monthly case notes, quarterly reviews, and waiver-related materials;

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

Conducts follow-up services to insure the continuation and success of treatment and to provide support or assistance, if required;

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

Attends multi-disciplinary staff meetings to promote comprehensive treatment and rehabilitation services for the clients and their family;

Provides technical assistance to group homes regarding patients' specific problems;

Monitors records at residence and day programs for compliance with regulatory requests;

Reinforces client participation in treatment through case management sessions as needed;

Insures fiscal integrity of active funding sources and functions as a representative payee as needed;

EXAMPLES OF WORK: (Illustrative Only)

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 effectual relationship of developmental disabilities on the patient and family; familiarity with the community, public and local agencies which provide services to the developmentally disabled; ability to effectively use computer applications or other automated systems such as spreadsheets, word-processing, e-mail and database software; ability to establish and maintain effective working relationships with groups and individuals; ability to evaluate a problem related to developmental disabilities in order to assist clients and/or their families in arriving at solutions which are workable within their individual socio-economic environment; ability to communicate effectively both orally and in writing; sensitivity; tact; discretion; resourcefulness; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either (a) Associates Degree* in a health or human services discipline including but not limited to psychology, sociology, special education, rehabilitation counseling, occupational therapy, physical therapy, speech language pathology or audiology, or recreation therapy and one year experience where the primary function of the position was providing services to persons with developmental disabilities; or (b) possession of a valid license and current registration, issued by the New York State Department of Education, as a Registered Professional Nurse, and one year of experience where the primary function of the position was providing services to persons with developmental disabilities.

SUBSTITUTIONS: (1) Candidates for a Bachelor's Degree* in a health or human services field may meet the education requirement by providing a letter from the school verifying that the candidate has completed coursework equivalent to an Associates Degree* both in total number of credits received and number of credits earned in a health or human service field. (2) A Master's Degree* in a health or human services field may be substituted for the 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.

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Job Class Code: C3053
Job Group: VII