

SENIOR CASEWORKER (MENTAL HYGIENE)
CHAUTAUQUA COUNTY DEPARTMENT OF MENTAL HYGIENE AND SOCIAL SERVICES
SALARY RANGE: \$28.58 - \$37.39/HOUR + BENEFITS

The Chautauqua County Department of Mental Hygiene and Social Services is accepting applications for the position of Senior Caseworker (Mental Hygiene) in the Jamestown, NY Office. A Senior Caseworker (Mental Hygiene) provides services to high-risk populations who have difficulties related to mental health, substance abuse and physical health. Workers in this class assist in managing care to assure that clients may achieve the highest potential quality of life. Additional responsibilities involve assisting clients to avoid the risk of decompensation with ongoing monitoring of their receipt and compliance with needed services. The incumbent's role is to perform problem solving functions that overcome obstacles faced by the client such as system rigidity, fragmented services, under-utilization of services and lack of accessibility to certain services and resources. Does related work as required.

Typical Work Activities:

- Contacts the referred client and/or the family of a child client to provide information concerning care coordination and to explore the individual's receptivity to the care coordination process;
- As part of the assessment process, secures and reviews information with the client's/parent's permission to determine the client's appropriateness for the care coordination program;
- Develop a care coordination plan to effect the coordination of services specifying both long and short term goals to be achieved through the care coordination process;
- Insure that care coordination plans reflect the integration of clinical care plans throughout the process that avoids duplication, provides continuity of care and addresses the interdisciplinary needs of the client;
- Implement the client's care coordination plan by securing necessary services, advocating for the client when needed or developing alternate services to assure continuity in the event of service disruption;
- Provides crisis intervention when necessary including assessment of the nature of the client's circumstance, determining immediate service needs and revision of the care coordination plan accordingly to reflect any changes in activities or objectives to achieve the desired goal;
- As necessary, consults with supervisor or treatment provider to develop a plan of action when the client's assessment suggests the potential of harm to self or others;
- Monitor the care coordination plan to assure that services are delivered in a manner consistent with the plan and satisfactory to the client/client's parents;
- Maintains medical records and provides accurate documentation of all services rendered;
- Completes necessary reports to document services provided for billing or reporting purposes;
- Utilizes and monitors the use of designated funds in support of the Care Coordination Plan;
- Develops and maintains positive working relationships with agencies while advocating for the needs of the client;
- If services are provided in accordance with an AOT Order, provides information necessary to monitor the client's adherence to the ordered treatment plan.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title. An incumbent will be chosen from approved applications received.

Chautauqua County offers a comprehensive benefits package which includes:

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| - Health Insurance (including Dental & Vision plan) | - 13 Paid Holidays |
| - Health Savings Account (partially funded by the County) | - Vacation & Sick Time |
| - Flex Spending Account | - Personal Days |
| - NYSLERS Pension | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness | - Wellness Program |

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma and either:

- A. Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's degree in a Human Services related field, OR
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in a Human Services field and two (2) years' work experience providing direct case management/coordination services to clients, which must have included experience with client-centric assessment, planning, facilitation and advocacy for options/services;
- C. Four (4) years' work experience providing direct case management/coordination services to clients, which must have included experience with client-centric assessment, planning, facilitation and advocacy for options/services.

Additional Requirements: Ability to meet the regular transportation requirements in carrying out fieldwork assignments at time of appointment and during service in this classification.