



Yates County Office of Civil Service  
 417 Liberty Street  
 Penn Yan, NY 14527

## VACANCY ANNOUNCEMENT: ADULT TRANSITIONAL CASE MANAGER (SPOA)

YATES COUNTY IS SEEKING APPLICANTS FOR ADULT TRANSITIONAL CASE MANAGER (SPOA) TO FILL 1 VACANCY			
<b>Type of Appointment: Position Status: Classification:</b>	Provisional Full Time – 35 Hours/Week Competitive	<b>Rate of Pay:</b>	\$34.69 per hour (2024 rate)
<b>Location: Department:</b>	Yates County Community Services	<b>Contract:</b>	CSEA, Group XV
<b>Vacancy:</b>	1 position currently vacant	<b>Exam Date:</b>	TBD
<b>Residency Requirement:</b>	Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to submitting your application.	<b>Application Fee:</b>	NOT APPLICABLE (Exam will require a fee)
<b>Posted:</b>	November 25, 2024	<b>Application Deadline:</b>	December 13, 2024

### ADULT TRANSITIONAL CASE MANAGER (SPOA) - JOB DESCRIPTION

**DISTINGUISHING FEATURES OF THE CLASS:**

The work involves providing clinical support and oversight of the Yates County Department of Community Services' Adult Single Point of Accountability (A-SPOA) program, with a focus on adults with significant mental health issues. The incumbent is responsible for assessing and identifying client needs as they relate to the social determinants of health. Works collaboratively with other County Departments, as well as other community-based agencies, to make linkages to community resources, and health care services. The work may take place in satellite settings, such as the client's home, the County correctional facility, or other community settings and is performed under the general supervision of Deputy Director of Community Services and Director of Community Services, with extensive mandated training provided through NYS and the agency. Does related work as required.

**TYPICAL WORK ACTIVITIES (Illustrative Only):**

- Processes referrals by determining appropriate level of case management and/or residential placement in conjunction with Director of Community Services and referral source;
- Completes initial client assessment using a standardized assessment tool to determine need for services;
- Builds rapport with clients, family members, and informal supports and acts as the primary service facilitator for caseload;
- Coordinates Assisted Outpatient Treatment (AOT) referrals by distributing referrals to investigator, requesting and tracking support documentation of client's mental health treatment, core history, prior hospitalizations, and incarcerations; Prepares and assembles required documentation for court; Completes database entries;
- Assesses individuals in the community who are in psychiatric distress to determine service needs;
- Collaborates with other staff members, the client, and their delegates in formulating and carrying out individual care plans to meet client needs;
- Provides crisis intervention and stabilization services to clients in order to increase client's independence and reduce unnecessary hospitalizations;
- Provides referrals and assists clients in accessing identified services in individual care plan, including completing forms and determining eligibility, scheduling appointments, etc.;
- Monitors progress of individual care plans and maintains contact throughout the course of care;
- Collaborates with other departments and community agencies to provide appropriate services to clients;
- Facilitates meetings to ensure communication and collaboration among providers;
- Compiles case records and maintains accurate records on case load and work activities;
- Organizes and participates in activities intended to increase awareness and reduce the stigma surrounding behavioral health;
- Publicizes program activities by preparing promotional materials and conducting outreach efforts, including assisting with social media and website management to increase awareness and access to services;
- Attends meetings and trainings as necessary for the maintenance of effective services and referrals; When appropriate, conducts community-based trainings on relevant topics;
- Maintains standards of practice and implements performance metrics into the Adult SPOA;
- Periodically reviews cases to determine changes in the individual's or family's situations affecting need for service or care plan reauthorization;

- Travel as necessary to meet with clients in their home and/or community-based settings to fulfill responsibilities;
- May be required to be on-call during any part of the day;
- Performs other duties as assigned.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

Good knowledge of mental health best practices, standards, and service planning implementation;  
 Knowledge of crisis intervention techniques;  
 Ability to understand and empathize with the needs and concerns of others;  
 Ability to interpret federal, state, and local laws affecting the medical and health programs;  
 Ability to work with and engage providers, consumers, and other involved parties in resolution of problem situations;  
 Ability to work as a team and independently;  
 Ability to communicate effectively, both orally and in writing;  
 Ability to operate a personal computer and utilize common office software programs;  
 Practices excellent customer service in a culturally competent manner;  
 Sound professional judgment;  
 Composure in difficult, crisis situations;  
 Initiative;  
 Resourcefulness;  
 Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- a) Current certification to practice social work as a Licensed Practitioner in the State of New York as defined by Licensed Practitioner of the Healing Arts and/or Department of Mental Hygiene 14 NYCRR § 512.4. Such licensure may include LCSW, LMFT, LMHC, LCAT, RN, or LMSW; **OR**
- b) Possession of a Master's Degree in Human Services, Social Work, or related field; **OR**
- c) Possession of a Bachelor's Degree in Human Services, Social Work, or related field AND two (2) years of relevant experience in mental hygiene or a related human services field.

**NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**SPECIAL REQUIREMENT:**

Possession of a valid New York State Driver's license is required at the time of appointment, and such license must be maintained in good standing throughout the tenure of employment in the position.

**BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS:** Each candidate will be subject to a thorough background investigation. Applicants may be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction of a felony will bar appointment. Conviction of a misdemeanor or other offense is subject to evaluation and may bar appointment. Additional investigations may include but are not limited to questionnaires, interviews and background checks of any nature. At the discretion of the employing law enforcement agency, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to fingerprinting, polygraph and psychological testing. Drug testing is included in the required medical exam. Failure to meet the standards for any screenings may result in disqualification.

**EEOE / DISCLAIMER:**

Yates County is an Equal Employment Opportunity Employer. Yates County does not unlawfully discriminate in employment because of age, race, creed, color, national origin, sex, sexual orientation, disability, marital status, arrest and/or criminal conviction record unless based on a bona fide occupational qualification or other exception, genetic predisposition, or domestic violence victim status.

The Yates County Personnel Office is responsible for job titles for all public employment positions within Yates County, excluding NYS Department of Education positions. There are numerous job titles that are shared between all of our appointing authorities. **Exam announcements** that are distributed for a job title you have within your workforce does not automatically mean that position is vacant, will become vacant or is currently being recruited for. It is the Personnel Officer's responsibility to be prepared for anticipated job vacancies, therefore, exams may be given in anticipation of upcoming retirements, promotions, etc. Requests to order exams may be submitted by appointing authorities as well.

The majority of all Civil Service exams are scheduled by NYS Civil Service. Some exams, for example, are only given every 4 years, so it is in our best interest to give such exams when offered in order to be prepared. If a position is vacant or will become vacant, a **Vacancy Announcement** will be distributed and, on that announcement, it includes the work location along with other pertinent details pertaining to the location for which the vacancy will occur. **Exam Announcements are different from Vacancy Announcements and should not be misconstrued as being an advertisement for an open position.**