

SINGLE POINT OF ACCOUNTABILITY COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for performing intensive case management of a small number of seriously and persistently mentally ill clients. The incumbent assists clients with economic, emotional, social and environmental difficulties by making necessary service referrals to address the social problems identified throughout the course of a case. The incumbent also formulates and carries out treatment plans to meet individual and/or family problems regarding the cases assigned. The work is performed under the general supervision of the Director of Community Health Services with extensive mandated training provided through the State and the agency. Does related work as required.

TYPICAL WORK ACTIVITIES:

Completes initial client assessment using a standardized assessment tool to determine need for services;

Acts as the primary service facilitator for assigned caseload;

Assesses individuals in the community who are in psychiatric distress to determine service needs and gains their trust in order to be able to provide services to them;

Collaborates with other staff members, the client and their delegates in designing individual care plan to meet client needs;

Provides crisis intervention and stabilization services to clients in order to increase client's independence and reduce unnecessary hospitalizations;

Monitors and follows up the implementation of the individual care plan by linking clients with necessary providers and maintaining contact throughout the course of care;

Coordinates services for the client with other providers and agencies throughout the community, including schools, doctors, housing and urban development, etc.

Provides information regarding program services and requirements either by phone or in person, schedules appointments, or assists individuals in applying for service by explaining procedures and program processes;

Organizes client data and records and enters information into database;

Assists clients in filling out forms for services and determining eligibility;

Attends forums and meetings concerning issues and changes in programs and benefits which affect clients;

Reviews existing case records to reevaluate client situation in order to reauthorize care plans when changes are needed or when re-applying for renewable services;

May be required to be on-call during any part of the day.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of mental illnesses, psychopathology and clinical diagnostic systems;

Good knowledge of local, Federal and State agencies and programs providing services related to emotionally disturbed children and adults;

Good knowledge of the characteristics, needs, and interests of emotionally disturbed children and adults;

Good knowledge of crisis intervention skills;

Ability to engage extremely impaired and threatened individuals;

Ability to understand and empathize with the needs and concerns of others;

Ability to establish and maintain effective working relationships with others;

Ability to communicate effectively both orally and in writing;

Ability to operate a personal computer and utilize common office software programs.

MINIMUM QUALIFICATIONS:

- a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in social work, human services, psychology, rehabilitation, nursing or another closely related field; AND
- b) Five (5) years of experience as a Caseworker in a human services agency or a school setting, providing early intervention, outreach, case identification, care coordination and or assessment of children and youth in need of case management, residential and or home community based services.