



CHAUTAUQUA COUNTY DEPARTMENT OF HUMAN RESOURCES

3 N. Erie Street • Room 144 • Gerace Office Building, Mayville, NY 14757-1007 • Email cchrs@chqgov.com
Phone (716) 753-4237 • Fax (716) 753-4686 • Website: Chqgov.com

SENIOR CASEWORKER (Mental Hygiene)

Permanent Full-Time @ 35 Hours/Week
Salary starts @ \$24.90/Hour w/Benefits

Chautauqua County Department of Mental Hygiene and Social Services is actively seeking qualified applicants to fill a Senior Caseworker (Mental Hygiene) position located within the Jamestown, NY location.

Position is full-time, 35 hours per week starting at \$24.90/hour. Chautauqua County Government offers a comprehensive benefit package including Dental, Health, and Vision insurance, Employee Assistance Program, Retirement Savings Programs, Paid Time Off and much more.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title.

In order to be considered for this position - **ALL** applicants must meet the minimum qualifications listed below* and **MUST** submit an application available on the Chautauqua County Government's website: www.chqgov.com click on "Employment."

Mail completed applications to:

Chautauqua County Department of Human Resources
Gerace Office Building
3 North Erie St – Rm 144
Mayville, NY 14757

Equal Opportunity Employer

SENIOR CASEWORKER (MENTAL HYGIENE)

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this class 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 affect the coordination of services specifying both long and short term goals to be achieved through the care coordination process;

Ensure 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.

FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern principles and practices in the areas of mental illness and chemical dependence; good knowledge of evaluation and assessment of mental disorders and chemical dependence; good knowledge of crisis management techniques and the ability to make independent decisions in crisis situations; Working knowledge of state and local regulations and programs within the mental hygiene system; good communication and negotiation skills; sensitivity to the needs and reactions of others; good powers of observation and analysis; initiative; tact; emotional maturity; good judgement; physical condition commensurate with the demands of the position.

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 case management/coordination services to clients in the delivery of mental health and/or chemical dependence 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.