

CASE MANAGER II (DEVELOPMENTAL DISABILITIES SERVICES-
SPANISH SPEAKING)

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 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, and may involve both day and evening assignments throughout Westchester County. This level differs from the lower level Case Manager I in the greater complexity of cases assigned and that oversight may be exercised over a small number of community workers, volunteers, and entry-level case managers. The duties require proficiency in both Spanish and English, providing interpretive and information services. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both the Spanish and English languages;

Performs counseling and conducts outreach activities on issues related to the developmentally disabled;

Performs intake evaluations of patients for the purpose of gathering social and medical history of patients and their families for referral to appropriate services;

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;

Makes contact with community agencies to explore the possibility of expanding their services or creating new programs to serve the needs of patients/clients and their families;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

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

Educates providers on developmental disabilities and associated disorders;

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

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

Makes referrals for needed residential placement & services;

Maintains single point of entry for Mentally Retarded/Developmentally Disabled residential placement;

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;

May oversee a small number of community workers, volunteers, and entry-level case managers;

Uses computer applications or other automated systems such as spreadsheets, word-processing, calendar, e-mail and database software in performing work assignments;

May perform incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the effectual relationship of developmental disabilities on the patient and family; knowledge of the community, public and local agencies which provide services to the developmentally disabled; 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; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; sensitivity; tact; discretion; resourcefulness; initiative; good judgment; physical condition commensurate with the demands of the position.

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MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* in the health or human services field** and one year experience where the primary function of the position was in providing services to persons with developmental disabilities.

SUBSTITUTION: Possession of a Master's Degree* in the health or human services field** may be substituted for the one year of required experience.

**DEFINITION: The New York State Office for Persons with Developmental Disabilities defines health or human services* degrees as Social Work, Sociology, Psychology, Health, Nursing, Medicine, Rehabilitation Counseling, Therapeutic Recreation, Nutrition, Occupational Therapy, Physical Therapy, Speech Pathology, Audiology, Music Therapy, Education or Special Education.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.

*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.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

West. Co.
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Job Class Code: C3020
Job Group: IX