

## SERVICE CARE COORDINATOR

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DISTINGUISHING FEATURES OF THE CLASS: Incumbents coordinate and oversee social work services to patients of Community Mental Health/Mental Retardation facilities. The work is performed within accepted guidelines and procedures with considerable leeway permitted in determining the type and level of services to be provided. The Service Care Coordinator functions under general supervision of the Director of Community Services. Direct supervision is exercised over Case Managers and other service department staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Directs special programs of projects involving program design, implementation, coordination, supervision of subordinates, program evaluation or research tasks. Coordinates various activity and treatment programs with other social agencies; Compiles case studies, recording pertinent information; Plans with the community mental health team and with community agencies to relate the patient's treatment and rehabilitation program to his social situation prior to his discharge; Collects and maintains appropriate data from various sources such as professional staff and patients' families to establish an overall approach to establish eligibility to Assisted Outpatient Treatment activities and Single Point of Entry; Maintains information on community and health resources which can be utilized during the patient's care and subsequent to his discharge; May participate in the process of transfer of patients to other levels of treatment as appropriate; May assign and/or review the work of lower level staff social workers; May direct in service training of other professionals and para-professionals, relating the contributions that case management can give to an interdisciplinary treatment team.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of the practices and procedures of social work and of the social factors affecting disease and disability; Ability to supervise the work of others; Ability to organize work effectively; Ability to interpret federal, state and local laws affecting the medical and health programs; Ability to prepare reports; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or New York State registered college or university with a Master’s degree in social work, AND must qualify for the Licensed Clinical Social Worker psychotherapy “R” privilege; AND
- 1.) four years of full time paid or its part-time paid equivalent in providing direct services to mentally disabled\*\* patients/clients of which two years must have involved supervisory or managerial experience for a mental health program or major component, or two years in service as an Intensive Case Manager in a NYS Office of Mental Health registered ICM program OR
  - 2.) four years of full time paid or its part-time equivalent in linking mentally disabled\*\* patients/clients to a broad range of services essential to successfully living in a community setting of which two years must have involved supervisory or managerial experience for a mental health program or major component or two years in service as an Intensive Case Manager in a NYS Office of Mental Health registered ICM program

**SPECIAL REQUIREMENTS:** Must possess a professional license and current registration, issued by the New York State of Education Department, in Licensed Clinical Social Work (LCSW) with “R” privilege at time of appointment.

\*\* The term “mentally disabled” refers to persons properly diagnosed as suffering from mental illness, mental retardation, alcoholism or substance abuse.

Approved 3/23/01

Revised 9/2/08