

## **Program Director - Care Management (Promotional) Tompkins County**

**Department:** Mental Health Department  
**Classification:** Competitive  
**Labor Grade:** 17  
**Approved:** Reclassification 08/25/2015  
**By:** AG, Commissioner of Personnel

**QUALIFYING EXPERIENCE FOR TAKING THE EXAMINATION: No later than the final filing date announced, the applicant must demonstrate -**

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Mental Health Department. The applicant must currently hold, and have continuously held, at least two years of competitive class status in the title of Senior Caseworker no later than the final filing date posted.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

**SPECIAL REQUIREMENT: The candidate must possess a valid New York State driver's license at the time of application and maintain such license for the duration of employment.**

**DISTINGUISHING FEATURES OF THE CLASS:**

This is an administrative and supervisory position overseeing the coordination, administration and evaluation of care management and mental health services provided by the Tompkins County Mental Health Department as contracted by the Health Home agency designated and regulated by New York State Department of Health policy. The Health Home is defined as a care management service model that provides services in a comprehensive manner and is provided to those clients that are deemed appropriate due to a diagnosis of mental illness, substance abuse and/or chronic illness. Care managers manage, and provide access to, all of the services an individual needs to assure that they are able to stay healthy and avoid unnecessary visits to the emergency room and the hospital. The Program Director's role is to provide oversight and supervision to the team of Care Managers in the County and to act as the primary liaison with the designated Health Home, the Mental Health Department and the NYS Department of Health. The work may involve responsibility for personally providing care management services for several clients. The work is performed under the general supervision of the Commissioner of Mental Health and his or her designee with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Direct supervision is exercised over Senior Caseworkers, Caseworkers, Casework Assistants and Case Aides. The work frequently addresses distressing human situations. There is considerable risk of minimal injury in this role. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

- Oversees all aspects of the Care Management program and its requirements on the County and State level;
- Participates in multi disciplinary task forces, committees and projects, demonstrating team work and ability to work with internal staff and clients;
- Develops and implements departmental policies and procedures in accordance with internal process and Health Home requirements;
- Oversees program planning and develops new program initiatives as needed;
- Plans and implements a system for internal program evaluation and determines unmet goals and needs;
- Establishes and maintains procedures for keeping data required by the NYS Department of Mental Health, the NYS Department of Health, and the Tompkins County Department of Mental Health;
- Supervises work of all staff, including performance evaluations, assigning caseloads, planning work schedules, hiring new staff and handling disciplinary actions;
- Provides care management services directly to clients and carries a caseload;
- Develops, implements and maintains in-service staff training and required trainings through the designated Health Home Network;
- Conducts staff meetings and treatment/ care planning/ review meetings;
- Represents the agency with other community organizations;
- Supervises the intake process, assignment of new cases and coordination of the activities of the care management team for clients who meet the criteria for Care Management Services.

## **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of the mental health field,
- Thorough knowledge of the workings of the NYS Department of Health and NYS Office of Mental Health in relation to Health Home program requirements;
- Working knowledge of community resources and how to use them effectively;
- Ability to communicate effectively both orally and in writing;
- Ability to provide effective face-to-face supportive therapy;
- Ability to correctly appraise personal situations and make sound judgment concerning action required;
- Ability to establish and maintain cooperative working relationships with professionals, paraprofessionals, and volunteers from a variety of agencies;
- Ability to plan, work effectively, and to supervise the work of others
- Ability to exercise sound judgment in appraising situations, making decisions and assisting staff with difficult client matters;
- Ability to present ideas effectively to individuals and groups;
- Ability to organize and supervise staff trainings;
- Empathy; good judgment; initiative; and tact are required personal characteristics;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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