

COMMUNITY MENTAL HEALTH WORKER

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for assessing outpatient clients' needs and assisting them in obtaining appropriate entitlements and support services. Incumbents are also responsible for monitoring and evaluating outpatients' progress in relation to prescribed treatment plan. Duties are performed under direct supervision with some leeway allowed for the use of independent judgement. A Community Mental Health Worker does related work as required.

TYPICAL WORK ACTIVITIES:

- Conducts initial needs assessment interviews with clients and recommends appropriate services;
- Makes referrals to other agencies such as Social Services and Social Security in order to obtain entitlements;
- Assists clients in obtaining entitlements by explaining and completing necessary forms and paperwork;
- Acts as client advocate should entitlements be denied;
- Observes and monitors progress and goals of client set by therapist;
- Makes home visits in order to observe home life and social surroundings;
- Makes contacts to obtain referral data or other significant medical or psychiatric data;
- Explains agency policy and procedures to clients and families;
- Compiles and maintains case activity reports and controls;
- Processes applications, authorizations and reports;
- Maintains statistical or other records of interviews, complaints and appeals;
- May be called upon to assist in crisis intervention;
- May be assigned to Forensic Case Management.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of basic interviewing techniques; working knowledge of the practices and procedures of social casework and of the social factors affecting disease and disability; working knowledge of the techniques of report writing; ability to readily acquire an understanding of policies, laws and regulations relating to the Mental Health Program; ability to follow complex oral and written directions; ability to work effectively with public and private agencies and with the general public; ability to present oral and written comments and opinions clearly and concisely; ability to relate to the disabled; ability to drive a motor vehicle; initiative and resourcefulness; tact and courtesy; integrity; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

A) Possession of a bachelor's degree in the social or behavioral sciences;

OR

- B) Possession of a bachelor's degree in which course work must have included 24 credit hours in the social or behavioral sciences **and** two (2) years of experience providing direct services to persons diagnosed with mental disabilities, physical disabilities, or alcoholism/substance abuse or experience linking persons who have been diagnosed with mental disabilities, developmental disabilities, alcoholism or substance abuse to a broad range of services essential to successfully living in a community setting.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

SPECIAL REQUIREMENT: When assigned to work in the community, the appointee must possess a New York State Driver's license at the time of appointment.

CATTARAUGUS COUNTY CIVIL SERVICE

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