



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424
www.ontariocountyny.gov ~ ~ (585) 396-4465

Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful

Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

JOB OPENING NOTICE

JOB POSTING #: 24-006 **POSTING DATE*: FROM:** 1/22/24 **TO:** 2/3/24

JOB TITLE: Mental Health Service Coordinator (Pending)

RATE OF PAY: \$59,066/yr (\$30.28/hr)

LOCATION: Ontario County Community Mental Health Services

NOTE: Candidate will be initially appointed on a provisional basis pending a civil service exam to be held later. To gain permanent status, the candidate must apply for the next exam and be successful according to the [Rule of Three](#).

MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

QUALIFICATIONS:
 County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: Either:

1. Possession of a Bachelor's degree, or higher, in psychology, child development and family relations, family counseling, social work, sociology, human services or a closely related field; OR
2. Possession of an Associate's Degree as described in (1) above AND two (2) years full-time paid, or its part-time equivalent, experience in child or family counseling, human services* or casework; OR
3. Graduation from high school or possession of a high school equivalency diploma AND four (4) years of full-time paid, or its part-time equivalent, experience as described in (2) above; OR
4. An equivalent combination of education and training as defined by (1), (2) and (3).

*NOTE: Human Services field includes majors or experience in: social work, psychology, mental health, early childhood development, gerontology, vocational and/or psychological counseling, occupational therapy, physical therapy, therapeutic recreation, education, and nursing.

APPLICATION DEADLINE / LAST FILING DATE†: until filled

† Last filing date established for an announced exam always supersedes posting date.

HOW TO APPLY: All applications must be received through the [Ontario County Civil Service Employment Portal](#).

Ontario County is an Equal Opportunity Employer and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status, disabilities or, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

MENTAL HEALTH SERVICE COORDINATOR

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: Either:

1. Possession of a Bachelor's degree, or higher, in psychology, child development and family relations, family counseling, social work, sociology, human services* or a closely related field; OR
2. Possession of an Associate's Degree as described in (1) above AND two (2) years full-time paid, or its part-time equivalent, experience in child or family counseling, human services* or casework; OR
3. Graduation from high school or possession of a high school equivalency diploma AND four (4) years of full-time paid, or its part-time equivalent, experience as described in (2) above; OR
4. An equivalent combination of education and training as defined by (1), (2) and (3).

SPECIAL NOTE: EDUCATION: 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 Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

*NOTE: Human Services field includes majors or experience in: social work, psychology, mental health, early childhood development, gerontology, vocational and/or psychological counseling, occupational therapy, physical therapy, therapeutic recreation, education, and nursing.

SPECIAL REQUIREMENT FOR APPOINTMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

DISTINGUISHING FEATURE OF THE CLASS: The primary responsibility of the position involves coordinating, facilitating and integrating mental health treatment, care and support of clients and to increase mental health awareness in the community. The incumbent interviews and assesses new clients and coordinate clinical care and outside services (e.g., social services, mental health specialty care, substance abuse treatment). While supervision is not a major function of this title, oversight and instruction may be provided to staff in the Mental Health Department. Work is performed under the supervision of a Supervising Psychologist, Supervising Social Worker, or Directors, with independent judgement allowed in performing the duties of the position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interviews clients, gathers and verifies insurance information, explains the steps needed to determine eligibility, how to obtain services; and assists with making necessary arrangements to attend evaluation (e.g., child care for siblings, transportation, etc.);
 Educates clients and their family on mental illness, substance dependency and/or developmental disabilities services, treatments, and care plans available;
 Develops care/treatment plans for clients of the clinic or of individuals with substance abuse, mental health, and/or developmental disabilities as needed and under the direction/supervision of clinical/supervisory staff of the clinic;

MENTAL HEALTH SERVICES COORDINATORTYPICAL WORK ACTIVITIES: (Continued)

- Coordinates and monitors the delivery and/or availability of services across all agencies involved in client's care or recovery;
- Coordinates programs operated by the Local Government Unit such as facilitating, oversight, and monitoring of the LGU's Assisted Outclient Treatment program, criminal justice/forensically involved clients (e.g., those involved with Specialty Courts), and/or programs monitored or oversighted by the LGU;
- Consults with other medical and professionals about client cases and therapeutic care and develops innovative approaches to client engagement;
- Makes referrals to outside providers as appropriate;
- May consult with schools, providers, families, and community mental health service providers/systems to plan and coordinate services for at-risk individuals;
- May act as court liaison for the Department of Mental Health by appearing in court as needed, disseminating court orders and treatment plans, and by monitoring expiration of orders and applications for extensions of orders;
- Coordinates the implementation of court-ordered treatment by insuring timely access to ordered services, including assignment of a treatment team or case manager;
- Coordinates data collection and required reports to NYS Office of Mental Health;
- Support and closely coordinate mental health care with the client's primary care provider and other treating mental health providers;
- Monitor clients (in person or by telephone or via collateral contacts of the client) for changes in clinical symptoms and treatment side effects or complications;
- Facilitate client engagement and follow-up in mental health care;
- Facilitate referrals for clinically indicated services outside the primary care clinic (e.g., social services such as housing assistance, vocational rehabilitation, mental health specialty care, substance abuse treatment);
- Conduct regularly scheduled caseload consultation with the consulting team psychiatrist and communicate resulting treatment recommendations to the client's PCP;
- Coordinates the maintenance of client records to ensure all department and outside providers have access to necessary information;
- Works with community partners/agencies to develop protocols that will result in increased information sharing, collaboration, and mental health services and increase community mental health awareness.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of current theories and methods of diagnosis and treatment of mental health disorders and substance dependency; good knowledge of the principles and practices of management, organization and administration of service/treatment plans; working knowledge of NYS Mental Hygiene Law, rules and regulations; working knowledge of differential diagnosis of common mental/substance dependency disorders; working knowledge of psychopharmacology for common mental disorders; knowledge of community mental health resources; strong organizational skills; good oral and written communication skills; ability to conduct brief, structured counseling techniques (e.g., Motivational Interviewing, Behavioral activation); ability to effectively engage clients in a therapeutic relationship; ability to collaborate effectively in a team setting; ability to maintain effective and professional relationships with clients; ability to prepare complex evaluations and detailed reports in a concise and effective manner; ability to operate a personal computer and utilize common office software programs; tact, patience, confidentiality, physical condition commensurate with the demands of the position.

APPROVED: JANUARY 22, 2024

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES