

## **CASE MANAGER/SERVICE COORDINATOR**

**LOCATION:** Tioga County Public Health  
**CLASSIFICATION:** Competitive  
**SALARY:** CSEA - Salary Grade XII  
**ADOPTED:** Revised 6/97; Tioga Co. Personnel & Civil Service

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves the responsibility for implementing and directing Early Intervention, a family-centered case management/service coordinator program, serving children with special health care needs for the Tioga County Health Department. The work is performed in conjunction with and under the direction of the Commissioner of Public Health, the Director of Patient Services and a Supervising Public Health Nurse. Work is performed in accordance with policies and objectives outlined by the Director with wide leeway allowed for the exercise of independent judgment in making day-to-day decisions related to program management. The incumbent services as a representative of the Health Department at all functions in order to promote community awareness. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

- Assists parents of eligible children in gaining access to early intervention services and other resources identified in the County's Individualized Family Service Plan;
- Facilitates communication and interaction among personnel providing services;
- Coordinates appropriate services across agency lines including the performance of the evaluation and assessment;
- Serves as the single point of contact in helping parents to obtaining the services and assistance they need including identifying available service providers;
- Coordinates and monitors the provision of early intervention services as well as other services that the child needs or is being provided;
- Facilitates the development of a transitional plan to preschool services, if available;
- Participates in the development, review and evaluation of Individualized Family Service Plans;
- Defines "family" in a way that reflects the diversity of the specific family patterns and structures;
- Acts in a linkage capacity in order to support and strengthen a family's functioning and aiding them in gaining access to needed resources;
- Oversees and assists in the completion of STAC and MA forms;
- Compiles a variety of departmental reports;
- Conducts case management meetings with various departmental staff and consults with personnel providing services;
- Reviews legislation, attends administrative and educational meetings, and provides in service training to staff and the community.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of current public health nursing practices; working knowledge of the administrative organization of community facilities and hospitals, working knowledge of current trends in the fields of medicine, nursing and education and their implications for planning continuity of patient care; working knowledge of the Infant Health Assessment Program and inherent work scope; ability to perform duties in accordance with ANA Code for Professional Nurses; ability to function within an interdisciplinary team approach to care; ability to assume responsibility for others; ability to relate well to children with special needs and their families; flexibility; tact and courtesy; ability to communicate effectively; ability to establish and maintain cooperative working relationships; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from a registered or regionally accredited four year college with a Bachelor's degree in nursing WITH license and current registration to practice as a Registered Professional Nurse in New York State AND six (6) years of professional full-time paid nursing experience or its part-time equivalent.

\* Candidates who have experience with pediatric clients may be given preference.