

ASSISTANT COORDINATOR -
ADULT SINGLE POINT OF ACCESS
AND ACCOUNTABILITY I

Rev. 2/24
Erie County
Comp.
JG: XI
MC/ceb

DISTINGUISHING FEATURES OF THE CLASS:

The work involves providing clinical supports to the County Mental Health Department's Adult Single Point of Access And Accountability (SPOA). This is a professional mental health position responsible for reviewing admission, service configuration, and continued stay recommendations for high-risk individuals consistent with service history, level of functioning and risk criteria to determine the appropriateness of enrollment in the SPOA. In addition, the position monitors engagement in services and outcomes consistent with the enrolled individual's service plan. The incumbent works directly with mental health emergency, inpatient and outpatient providers regarding these service determinations. Work is performed under the direct supervision of the Assistant Coordinator-Adult Single Point of Access and Accountability II. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews Referral Assessments to the Single Point of Access and Accountability (SPOA) making mental health clinical determinations regarding admission to the SPOA or recommendations for an alternative level of care;

Serves as Department representative with hospital and forensic mental health discharge planning staff regarding the status of pending discharges and ensuring linkage to care coordination/transition management services;

Determines care coordination placement against clinical eligibility criteria and makes recommendations regarding placement at the appropriate level of oversight and care coordination service model with the SPOA; links individuals determined to be ineligible for SPOA services to step down case management services;

Acts as Department liaison with treatment providers, hospital staff, family members, care coordinators/transition managers, and attorneys in support of the delivery of services consistent with an Individualized Service Plans;

Monitors resolution of critical incidents for individuals enrolled in the SPOA;

Prepare case assessment and service planning paperwork and compiles necessary documentation for cases being petitioned to the courts for enrollment to Assisted Outpatient Treatment (AOT);

Along with the Assistant SPOA Coordinator II is directly involved in data collection and preparation of AOT evaluation reports. Participates in Quality Improvement Projects which improve the timeliness, accuracy, and efficacy of AOT operations for ECMDH, community stakeholders and recipients of AOT services.

Provides information as requested or as self-identified to assist in the evaluation of trends in AOT appropriateness, access, and related systems level issues;

Performs orientations and training sessions to provider agency staff regarding SPOA operations;

Serves as Department liaison to the County Department of Social Services, the Forensic Mental Health Clinic and community providers regarding all operations of the Medication Grant Program;

Provides assistance to Medication Grant Program as needed;

Serves as back up to the Assistant Coordinator Adult SPOA II in his/her absence and performs job duties accordingly.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the clinical profile and service needs of high risk mental health consumers; Good knowledge of mental health assessment practices and standards; Good knowledge of evidence based practices relevant to the high risk mental health consumers, including the different care coordination models employed in Erie County; Good knowledge of individualized service planning technology; Good knowledge of mental health and other human services providers serving high risk mental health consumers and the ability to work with these providers to ensure appropriate placement determinations; Ability to interpret laws affecting mental health consumers and providers; Familiarity with New York State Codes, Rules and Regulations associated with mental health service delivery systems; Ability to maintain working relationships with mental health consumers, treatment providers, hospital staff, family members, care coordinators/transition managers, attorneys and officers of the court; Must have working knowledge of Microsoft office and be able to utilize Excel or similar software to collect, analyze and present data; Ability to maintain composure in crisis situations; Tact; Initiative; Dependability; Emotional ability; Capable of performing the essential functions of the position with or without reasonable accommodation.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Social Work, Psychology, Counseling, Nursing, or other similar related Human Services degree and three (3) years of experience in mental health assessment, treatment and / or rehabilitation with at least one (1) year of clinical or clinical administrative experience serving seriously mentally ill adults who are at high risk to self or others as defined in Section 9 .60 of New York State Mental Hygiene Law.
- B) Possession of a Bachelor's degree in Social Work, Psychology, Mental Health or Rehabilitation Counseling, Nursing, or other similar related Human Services Degree and five (5) years experience in mental health/psychosocial assessment, treatment, care management/coordination and/or rehabilitation with at least one (1) year of clinical or clinical administrative experience serving seriously mentally ill adults who are at high risk to self or others as defined in Section 9.60 of New York State Mental Hygiene Law.

NOTE: Verifiable part-time and / or volunteer experience will be pro-rated toward meeting full time experience requirements.