

Jurisdictional Class: Competitive
Adopted: December 29, 2021

COMMUNITY SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for the successful operation, development, and evaluation of behavioral health support services for law enforcement in a corrections or community setting. The incumbent is a primary point of contact for law enforcement for identified individuals struggling with behavioral health concerns that are in crisis or at risk of crisis and need to be connected with behavioral health providers. The incumbent establishes a working relationship with law enforcement, providing them with necessary assistance, information, and training regarding behavioral health topics including but not limited to mental hygiene law, mental health, addictions, crisis, and suicide. This position requires field work, including home visits, court visits, work inside the County jail, and maintaining community contacts with law enforcement, courts, clinicians, and care managers. The incumbent is required to participate in staff development programs, conferences, workshops, as well as to attend trainings to ensure adherence to best practices. The work is performed under the general supervision of the Director of Community Services, with leeway allowed for the use of independent judgement within established guidelines. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Develops, implements, coordinates, and provides oversight to Law Enforcement Behavioral Health programming, which includes the Law Enforcement Mental Health Referral System (LEMHRS);
Provides training, education, and support to Law Enforcement and community agencies, which includes public speaking, media support, public relations, etc.;

Develops, implements, coordinates, and provides oversight to community initiatives serving the behavioral health population, which may include Courts, Probation, Public Defender, District Attorney, Department of Social Services, UVM at CVPH, and other community stakeholders which improve engagement and support for the behavioral health population;

Develops and provides services and programming for clients at Clinton County Mental Health and Addictions Services, in the Clinton County jail, satellites, and other community settings;

Conducts research to locate, contact, and engage identified individuals struggling with behavioral health issues;

Oversees and has responsibility for programs related to the Community Services Board and Mental Hygiene such as the Assisted Outpatient Treatment Program;

Maintains contact and communication with community providers and crisis services to support outreach to identified individuals to engage with behavioral health systems providers;

Acts as a liaison between law enforcement and behavioral health agencies;

Attends regional and state meetings, and ensures compliance with federal and state mandates and regulations;

Writes and implements grant proposals to secure funding to support programming;

Completes and maintains a variety of records, and prepares and submits statistical and financial reports relative to program operations;

Participates in case planning and implementations of such plans, from brief intervention to long-term supportive services;

Participates in staff development programs, in-service training, conferences, workshops, seminars, and staff meetings.

Community Services Coordinator

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

- Comprehensive knowledge of the principles, methods, procedures, and practices of the field of behavioral health services, mental health, addiction, and co-occurring disorders;
- Comprehensive knowledge of the functioning of community mental health and addiction facilities and the scope of services rendered;
- Comprehensive knowledge of community resources and how to use them effectively;
- Comprehensive knowledge of how to identify individuals in crisis, and appropriate techniques for de-escalation and support of individuals experiencing behavioral health distress;
- Good knowledge of local law enforcement, behavioral health, and community service agencies;
- Good knowledge of the personal and social problems related to mental health, addiction, and developmental disabilities;
- Good knowledge of the symptoms and physical signs of mental health and addiction;
- Good knowledge of promotional public relations and educational techniques relating to ongoing behavioral health, mental health, and addiction programs;
- Ability to use computer applications such as spreadsheets, word processing, e-mail, and electronic health records;
- Ability to work effectively with others;
- Ability to manage, organize, direct, and coordinate mental health and addictions services;
- Ability to function as a member of an interdisciplinary team;
- Ability to prepare technical and informational data for administrative use;
- Ability to provide professional leadership of a high order;
- Ability to analyze and evaluate reports and make sound decisions;
- Ability to communicate clearly and effectively both orally and in writing;
- Initiative;
- Empathy, sound judgement, and tact.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree or higher in Human Services, Social Work, Mental Health Counseling, Psychology, or closely related field and two (2) years of experience in behavioral health, public health, or community services; or
- (b) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Human Services or closely related field and four (4) years of experience in behavioral health, public health, or community services; or
- (c) Graduation from high school or possession of a high school equivalency diploma and either:
 - 1) Possession of current credential as an Alcohol and Substance Abuse Counselor (CASAC) issued by the New York State Office of Alcohol and Substance Abuse Services and four (4) years of experience in behavioral health, public health, or community services; or
 - 2) Possession of current peer credentialing through the Office of Mental Health or Office of Addiction Services and Supports and four (4) years of experience in behavioral health, public health, or community services and two (2) years working with the behavioral health crisis population; or

Community Services Coordinator

- (d) An equivalent combination of training and/or experience as defined by the limits of (a), (b), and (c) above.

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

NOTE: If qualifying based on licensure status, license must be current and unrestricted at time of appointment and throughout the duration of employment.

SPECIAL REQUIREMENT: Assignments made to employees in this class require reasonable access to transportation to meet fieldwork requirements made in the ordinary course of business in a timely and efficient manner.