



Yates County Office of Civil Service  
 417 Liberty Street  
 Penn Yan, NY 14527

**VACANCY ANNOUNCEMENT:  
 ADULT TRANSITIONAL CASE MANAGER (SPOA)**

**YATES COUNTY IS SEEKING APPLICANTS FOR ADULT TRANSITIONAL CASE MANAGER (SPOA)  
 TO FILL 1 VACANCY**

<b>Type of Appointment:</b>	Provisional	<b>Rate of Pay:</b>	\$38.15 per hour
<b>Position Status:</b>	Full Time – 35 Hours/Week		
<b>Classification:</b>	Competitive		
<b>Location:</b>	Yates County	<b>Contract:</b>	CSEA, Group XV
<b>Department:</b>	Community Services		
<b>Vacancy:</b>	1 position currently vacant	<b>Exam Date:</b>	TBD
<b>Residency Requirement:</b>	Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to submitting your application.	<b>Application Fee:</b>	NOT APPLICABLE (Exam will require a fee)
<b>Posted:</b>	April 17, 2026	<b>Application Deadline:</b>	May 15, 2026

**ADULT TRANSITIONAL CASE MANAGER (SPOA) - JOB DESCRIPTION**

**DISTINGUISHING FEATURES OF THE CLASS:**

The work involves providing clinical support, case coordination, and program oversight within the Yates County Department of Community Services' Adult Single Point of Accountability (A-SPOA) program and related adult behavioral health service initiatives, with a focus on adults with significant mental health issues. Incumbents assess and identify client needs as they relate to the social determinants of health and work collaboratively with County departments, service providers, and community-based agencies to link individuals to community resources and health care services. Depending on assignment, incumbents may provide support for County AOT/EVA functions, including interagency coordination, program monitoring, documentation, and implementation of recovery-oriented and diversionary service approaches. The work may take place in satellite settings, such as the client's home, the County correctional facility, or other community settings, and is performed under the general supervision of the Director of Community Services. Does related work as required.

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

- Processes referrals by determining the appropriate level of case management and/or residential placement in conjunction with the Director of Community Services and referral source;
- Completes initial client assessments using standardized assessment tools to determine service needs;
- Builds rapport with clients, family members, and informal supports and acts as the primary service facilitator for assigned cases;
- Assesses individuals in the community who are experiencing psychiatric distress to determine service needs;
- Collaborates with staff, clients, and their delegates in formulating and carrying out individual care plans to meet identified needs;
- Provides crisis intervention and stabilization services to increase client independence and reduce unnecessary hospitalizations;
- Provides referrals and assists clients in accessing services identified in the individual care plan, including completing forms, determining eligibility, and scheduling appointments;
- Monitors progress of individual care plans and maintains contact throughout the course of care;
- Collaborates with County departments, service providers, and community agencies to ensure appropriate services are provided;
- Facilitates meetings to promote communication and collaboration among providers and other involved parties;
- Compiles case records and maintains accurate records of caseload activities and work performed;
- Organizes and participates in activities intended to increase awareness of and reduce stigma surrounding behavioral health;
- Publicizes program activities by preparing promotional materials and conducting outreach efforts, including assisting with social media and website management to increase awareness of and access to services;

Attends meetings and trainings necessary to maintain effective services and referral practices and, when appropriate, conducts community-based trainings on relevant topics;

Maintains standards of practice and implements performance metrics within the AOT/EVA coordinator or case manager;

Periodically reviews cases to determine changes in an individual's or family's circumstances affecting service needs or care plan reauthorization;

Coordinates Assisted Outpatient Treatment (AOT) and Enhanced Voluntary Agreement (EVA) referrals and related activities, including distributing referrals as appropriate, requesting and tracking supporting documentation, preparing and assembling required materials, including court documentation when applicable, and completing required database entries and reports;

Coordinates communication among hospitals, treatment providers, courts, law enforcement agencies, emergency response stakeholders, OMH, and other involved parties in support of service planning, continuity of care, and assigned adult behavioral health initiatives;

Assists in the implementation, review, and maintenance of County procedures and practices related to AOT, EVA, and other assigned adult behavioral health initiatives, and provides technical assistance to staff, providers, and community partners as needed;

Monitors assigned program activity, service utilization, outcomes, and performance measures, and assists with transition planning, diversionary planning, and follow-up for individuals participating in AOT, EVA, or other assigned services;

Travels as necessary to meet with clients in their homes and/or community-based settings to fulfill job responsibilities;

May be required to be on call during any part of the day;

Performs other duties as assigned.

#### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of mental health best practices, standards, and service planning implementation;

Knowledge of crisis intervention techniques;

Knowledge of Assisted Outpatient Treatment (AOT), Enhanced Voluntary Agreements (EVAs), and related adult behavioral health service delivery practices;

Ability to understand and empathize with the needs and concerns of others;

Ability to interpret federal, state, and local laws affecting the medical and health programs;

Ability to work with and engage providers, consumers, and other involved parties in resolution of problem situations;

Ability to coordinate effectively with hospitals, treatment providers, courts, law enforcement agencies, emergency response stakeholders, OMH, and other community partners;

Ability to work as a team and independently;

Ability to communicate effectively both orally and in writing;

Ability to maintain accurate records and prepare reports related to case activity, program activity, and performance measures;

Ability to operate a personal computer and utilize common office software programs;

Practices excellent customer service in a culturally competent manner;

Sound professional judgment;

Composure in difficult, crisis situations;

Initiative;

Resourcefulness.

#### **MINIMUM QUALIFICATIONS:**

- a) Current certification to practice social work as a Licensed Practitioner in the State of New York as defined by Licensed Practitioner of the Healing Arts and/or Department of Mental Hygiene 14 NYCRR § 512.4. Such licensure may include LCSW, LMFT, LMHC, LCAT, RN, or LMSW; **OR**
- b) Possession of a Master's Degree in Human Services, Social Work, or related field; **OR**
- c) Possession of a Bachelor's Degree in Human Services, Social Work, or related field AND two (2) years of relevant experience in mental hygiene or a related human services field.

**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.

**SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:**

Possession of a valid New York State Driver's license is required at the time of appointment, and such license must be maintained in good standing throughout the tenure of employment in the position.

**BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS:** Each candidate will be subject to a thorough background investigation. Applicants may be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction of a felony will bar appointment. Conviction of a misdemeanor or other offense is subject to evaluation and may bar appointment. Additional investigations may include but are not limited to questionnaires, interviews and background checks of any nature. At the discretion of the employing law enforcement agency, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to fingerprinting, polygraph and psychological testing. Drug testing is included in the required medical exam. Failure to meet the standards for any screenings may result in disqualification.

**EEOE / DISCLAIMER:**

Yates County is an Equal Employment Opportunity Employer. Yates County does not unlawfully discriminate in employment because of age, race, creed, color, national origin, sex, sexual orientation, disability, marital status, arrest and/or criminal conviction record unless based on a bona fide occupational qualification or other exception, genetic predisposition, or domestic violence victim status.

The Yates County Personnel Office is responsible for job titles for all public employment positions within Yates County, excluding NYS Department of Education positions. There are numerous job titles that are shared between all of our appointing authorities. **Exam announcements** that are distributed for a job title you have within your workforce does not automatically mean that position is vacant, will become vacant or is currently being recruited for. It is the Personnel Officer's responsibility to be prepared for anticipated job vacancies, therefore, exams may be given in anticipation of upcoming retirements, promotions, etc. Requests to order exams may be submitted by appointing authorities as well.

The majority of all Civil Service exams are scheduled by NYS Civil Service. Some exams, for example, are only given every 4 years, so it is in our best interest to give such exams when offered in order to be prepared. If a position is vacant or will become vacant, a **Vacancy Announcement** will be distributed and, on that announcement, it includes the work location along with other pertinent details pertaining to the location for which the vacancy will occur. **Exam Announcements are different from Vacancy Announcements and should not be misconstrued as being an advertisement for an open position.**