

SPOA\* COORDINATOR (ADULTS)

DISTINGUISHING FEATURES OF THE CLASS: This is professional level work with responsibility for administrating the coordination of local governmental (e.g. Social Services, Mental Health, Youth Bureau) mental health services for high-risk/high-need adults. Administrative responsibilities include program development, planning and implementation of systems and processes to coordinate activities and services provided to individual clients, and to establish and maintain single point of access and provider accountability for such clients. Work is performed under general direction of the Deputy Commissioner of Mental Health. Supervision may be exercised over subordinate staff. Performs related work as required.

TYPICAL WORK ACTIVITIES (Illustrative only)

Plans, develops and supervises the use of an organized process to manage access to services, including the development of a universal intake form which facilitates entry to intensive services and a process to manage slot vacancies in the various service components;

Serves as point of contact for adults entering outpatient or residential care, and develops organized coordinated cross-system process to facilitate and ensure least invasive most effective care possible;

Reviews and prepares adult clients' mental health SPOA applications for weekly SPOA committee meetings, as needed;

Monitors status and maintains accurate records of SPOA program referral data, and prepares reports and other documents as needed;

Coordinates discharge planning for adults leaving residential psychiatric/mental health care facilities and monitors process of transition back to community;

Provides referral, administrative and technical advice and assistance to and between local government mental health agencies including departments of Health, Social Services, Probation, Education, and local school districts;

Acts as department/program representative at meetings with agency personnel, community groups, etc., as designated;

Serves as departmental/program liaison to and between New York State departments and agencies;

Uses computer applications such as spreadsheet, database, word processing software in performing work assignments;

Compiles and prepares reports, plans, and other administrative and database documents, as required;

Performs a variety of related activities as required.

SPOA COORDINATOR (ADULTS) (cont'd)

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of principles and techniques used in coordinating delivery of community services; good knowledge of administrative procedures and techniques associated with budget, personnel, and other departmental processes; ability to organize work effectively and to function independently; ability to establish and maintain effective working relationships; ability to work cooperatively with high level personnel; ability to effectively use computer applications to produce reports, tables, charts, correspondence, etc.; ability to communicate clearly and effectively, both orally and in writing to groups and individuals; ability to deal effectively and objectively with clients of diverse socio-economic backgrounds and mental health needs; initiative; tact; confidentiality; good judgment.

MINIMUM QUALIFICATIONS:

- a) Master's degree in social work, psychology, public health or other human services field; or
- b) Bachelor's degree in social work, psychology, public health or other human services field and two (2) years of work experience involving provision of, or administrative support for, mental health or public health services, or public or healthcare administration; or
- c) An equivalent combination of training and experience as described in a) or b) above.

SUBSTITUTION NOTE: Thirty (30) college credits of post-graduate studies in any field may be substituted for one (1) year of the required experience indicated in b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in New York State is required.