

PLEASE POST CONSPICUOUSLY

**OTSEGO COUNTY HAS THE FOLLOWING VACANCY:**

**Community Services Department**

***Complex Care Expert***

**\$61,079 - \$72,474**

**DATED: June 30, 2026**

**EXTENDED LAST DAY FOR FILING: August 3, 2026**

**EOE**

**DISTINGUISHING FEATURES OF THE CLASS:** The Complex Care Expert – Office of Mental Health (OMH) Enhanced Voluntary Agreements (EVA) Specialist is responsible for facilitating, completing, and managing Enhance Voluntary Agreements (EVA) in partnership with the New York State Office of Mental Health (OMH). This role focuses on individuals with Serious Mental Illness (SMI) who present with high clinical complexity, significant functional impairment, or elevated risk factors requiring coordinated, multi-system intervention. The Complex Care Expert ensures compliance with OMH requirements while driving person-centered, recovery-oriented planning that supports stabilization, community integration, and long-term success. Work is performed under the supervision of the Director of Community Services. Performs related duties as required.

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

- Serve as the clinical lead for high-acuity individuals with serious mental illness (SMI);
- Coordinate services with inpatient, outpatient, crisis, housing and community-based systems;
- Facilitate multidisciplinary case conferences;
- Collaborate with hospitals, assertive community treatment (ACT) teams, care management agencies, and housing providers;
- Assess and mitigate the risk related to psychiatric instability, homelessness, substance use, and justice involvement;
- Develop crisis prevention and intervention strategies and monitor progress towards stabilization and community tenure;
- Partner with Office of Mental Health (OMH) representatives and managed care organizations;
- Communicate effectively with providers, families, and support networks and advocate for appropriate levels of care and resource allocation;
- Complete and submit Office of Mental Health (OMH) Enhanced Voluntary Agreements in accordance with OMH policies and timelines;
- Develop detailed care plans addressing psychiatric, medical, housing, legal, and social determinants of health needs;
- Ensure documentation meets regulator standards and withstands audit review;
- Maintain accurate and updated information and knowledge of OMH EVA regulations and guidance;
- Participate in internal audits and quality improvement initiatives, including tracking outcomes and reporting key metrics;
- Performs other duties as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:** Thorough knowledge of New York State behavioral health systems and Office of Mental Health regulations; thorough clinical assessment skills; thorough behavioral plan development ability; thorough knowledge of crisis management, de-escalation, trauma-informed, and recovery-oriented practices and techniques; good knowledge of systems navigation, cross-sector coordination abilities, and regulatory documentation; ability to be flexible and adapt to changing priorities based on client needs and available resources; ability to work collaboratively in a team-oriented environment; ability to communicate effectively and professionally both orally and in writing; ability to understand and empathize with compassion and non-judgmental attitude individuals seeking mental health support from diverse backgrounds; ability to exercise good judgment, initiative and resourcefulness; integrity

and tact.

**MINIMUM QUALIFICATIONS:** Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree, or higher, in social work, mental health counseling, psychology, nursing, or related field AND three (3) year's full-time experience, or its part-time equivalent, working with individuals with Serious Mental Illness (SMI).

**SPECIAL REQUIREMENTS:** A valid New York State driver's license and acceptable driving record is required at time of appointment. A valid New York State license must be maintained throughout employment.

**NOTE:** For purposes of qualifying in this title, experience may include working with high-risk, high utilizing populations, completing OMH Enhanced Voluntary Agreements, a background in ACT, Health Home, forensic mental health, or hospital discharge planning; experience working with individuals with housing instability and supportive housing programs; and familiarity with Medicaid managed care and regulator documentation standards.

Applicants may be required to undergo a Local, State, and/or national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

CLASSIFICATION: Competitive

Applications available at the Otsego County Personnel/Civil Service Department, 183 Main Street, Cooperstown, NY 13326 or online at [www.otsegocountyny.gov](http://www.otsegocountyny.gov)