

CASE MANAGER I

DISTINGUISHING FEATURES OF THE CLASS:

This is a very responsible position involving the delivery of human services to members of the community upon request or by judicial determination of the necessity for such services. Case Management may be rendered in the form of undercare and care planning or through administration of a designated program. Work is performed under the direct supervision of a higher level employee. Supervision may be exercised over subordinate employees. Travel in the course of a workday and out-of-hours may be required.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Provides service planning and undercare to assigned caseloads in the forms of interviewing, counseling, coordination, linking, advocacy for ancillary services, and transportation;
2. Serves as program administrator in areas such as institutional undercare, housing, or post-institutional service delivery;
3. Studies background and need for care of children referred, securing information from the child, the family, relatives, schools, churches, family courts, agency personnel, and outside agencies;
4. Provides preventive services to families of high risk children to avert foster care; in consultation with supervisor determines necessity and location for foster placement;
5. Provides preventive and protective services to adults, including the elderly, disabled and mentally ill;
6. Oversees care of children in foster homes;
7. Works with abusive or neglecting parents for the purpose of rehabilitation and parental behavior modification;
8. Promotes, preserves or re-establishes family relationships; if necessary offers parent(s) an adoption plan;
9. Establishes a relationship with individuals and families to ensure provision of services;
10. Determines need for services via client contact; authorizes expense payments;
11. Advocates for individuals and families in times of crisis;
12. Maintains liaison with community agencies and resources for purpose of client referral;
13. Works closely with other staff such as Case Manager Aides in carrying out the service plan;
14. Composes and maintains case records on assigned caseloads;
15. Prepares and regularly reviews service plans;
16. Maintains a daily activity log for accountability;
17. Prepares affidavits and petitions and appears in court on behalf of agency;
18. May be required to certify and/or recertify supervised or non-supervised housing;
19. May supervise Case Manager Aides or support staff;
20. May be required to respond to telephone requests after working hours.

CASE MANAGER I (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the modern principles and practices of social case management; working knowledge of Federal, State, and Local public welfare laws and programs as they relate to the delivery of human services; working knowledge of counseling techniques and practices; knowledge of available community facilities and resources; good powers of observation, perception, and analysis; good organizational ability; ability to identify positively with people; ability to relate to a potentially difficult client population; initiative; resourcefulness; emotional maturity; good judgment; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and graduation from a New York State registered or regionally accredited college or university with a Bachelor's degree.

SPECIAL REQUIREMENT:

Possession of a valid New York State Driver License at time of appointment and to maintain position.

HU5202

REVISED: 05/11/71
07/24/84
03/22/85
03/02/89
01/16/91
07/01/91
07/26/05
04/05/18