

## CASE MANAGER

Code No: 3-16-185  
Competitive

**DISTINGUISHING FEATURES OF THE CLASS:** This is a professional position in a Town or Village responsible for the development and communication of psycho-social issues in the community. The employee reports directly to and works under the general supervision of the Deputy Director of Human Services. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (All need not be performed in a given position. Other activities may be performed although not listed.)

Identifies and evaluates issues and concerns in the community through contact of various community organizations such as school districts, Department of Social Services, Police, etc.;

Researches, plans and implements educational and preventive programs relative to psycho-social issues for all age levels within the community;

Develops and maintains a current registrar of community services and resources;

Develops a rapport with organized community groups to be used as referral resources;

Conducts crisis intervention assessment and matches needs with resources;

Performs case management functions including collaborating with referral agencies and coordinating services.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of the modern principles and practices of social work; good knowledge of the composition, needs, problems and concerns of the community as they relate to human service programs and services provided; good knowledge of alternative community services and resources; good knowledge of the techniques of case recording; organizational skill; ability to assess human condition, i.e., emotional, physical; ability to plan and implement programs; ability to establish and maintain effective professional relationships; ability to communicate effectively; ability to interview; dependability; physical condition commensurate with the demands of the position.

## **CASE MANAGER**

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma; plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in counseling, psychology or social work, plus four (4) years of paid full-time or its part-time equivalent experience in social casework\* with a public or private agency; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with a Master's degree in counseling, psychology or social work, plus three (3) years of experience as described in (A) above; OR,
- (C) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

\* Casework involves the one-to-one interaction with a client in order to actively facilitate the identification of client needs and goals through the interview process, as well as the identification and use of services available in the agency or the community to meet those needs and goals. It does not include clerical or secretarial work.

### **SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: May 4, 1995