

CASE MANAGEMENT SPECIALIST – EISEP

255-C

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for case management and coordination of the Expanded In-Home Services for the Elderly Program (EISEP) provided by the Sullivan County Office for the Aging. Duties will include outreach, case management, needs assessment, program eligibility determination, client selection / prioritizing, and monitoring the delivery and quality of care and the performance of subcontractors. Work is performed under the supervision of the Director of Aging Services with leeway for independently performing most of the duties of the position.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Establishes policies and procedures for delivery of services to clients;

Initiates and assists in the preparation of contracts with contract agencies;

Verifies billing and meets with subcontractors to ensure that clients are receiving the highest quality of care and services;

Bills clients who share in the cost of services provided;

Conducts outreach / targeting activities to identify persons in need of services;

Provides persons with information about services, programs, and benefits available through the Aging Services Office;

Screens persons through personal interviews or by phone to determine need for service and eligibility;

Determines eligibility for services by collecting financial and collateral data about clients and assessing data using established eligibility criteria;

Prioritizes and selects clients from the pool of persons applying for services;

Assists clients in completing applications for social services benefits, housing assistance, social security programs, HEAP assistance or similar types of benefits;

Assesses client needs through personal interviews and home visits;

Refers clients to other human service agencies and assists clients in applying for benefits and / or services;

Meets with representatives of other human service agencies to assist in the coordination of services to clients;

Makes recommendations on how to improve services;

Makes home visits to monitor the delivery and quality of care provided through agency programs, and to assure the performance of subcontractors;

Maintains case files and records, which are updated bi-monthly;

Provides in-services to subcontractor staff;

Provides supervision and guidance to outreach workers and other persons as assigned;

Prepares a variety of records and reports as required utilizing common office software programs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the characteristics, needs, and interests of the aging; good knowledge of the major social problems affecting elderly persons; good knowledge of community agencies, facilities, and services which can be utilized to aid the elderly; good knowledge of income, retirement insurance, or related programs which can be utilized to aid the elderly; good knowledge of eligibility criteria and program requirements for services available through the Aging Services

Office; ability to use computer applications, including word processing and database software; ability to work with people and to establish and maintain effective helping relationships in human services situations; working knowledge of the principles and techniques used in client interviewing; ability to communicate clearly and effectively, both orally and in writing; tact; courtesy; sensitivity to elderly persons and to cultural diversity issues.

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, and two (2) years of experience involving direct public contact in providing human services.

SPECIAL REQUIREMENT: *Possession of an appropriate class valid motor vehicle driver's license or otherwise demonstrate ability to meet the transportation needs of the position.*

NOTE: Your degree or credits 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 or credits were awarded by an educational institution outside of 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: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.