

CASE MANAGER – BOCES ADULT/CONTINUING EDUCATION PROGRAM 415-Q

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for planning, coordinating and supervising the activities of participants enrolled in the adult education program administered through Sullivan County BOCES, who are seeking guidance on career skills and employability. The incumbent will work with the Center for Workforce Development Unit, the Department of Family Services as well as the Department of Labor to coordinate services to enable the participant to access supportive services necessary to become economically self-sufficient. Incumbent may be required to work a flexible schedule to accommodate the various work site schedules. Work is performed under general supervision with leeway for independently carrying out 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.*

Interviews potential participants to determine eligibility and suitability for various programs

sponsored by the Center for Workforce Development;

Approves, monitors and oversees participants in various programs and activities;

Provides assistance to participants, including referral to other agencies, placement in training programs and/or supportive services;

Participates in informational meetings with clients and/or agencies or service providers regarding training efforts and employment opportunities in the community;

Counsels individual participants to motivate, reinforce and develop a solid work ethic and to achieve realistic occupational goals;

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Maintains participant program records, updates individual service strategies, completes reports and compiles statistics, as required;

May make training-related home or work-site field visits to evaluate participant progress;

Acts as a liaison/facilitator between participants and on-site supervisors;

Utilizes common computer applications, such as word processing, spreadsheets, e-mail, and database software in performing work assignments;

Performs other related work, as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of general rules and regulations relating to employment programs; good knowledge of interviewing and counseling practices and procedures; ability to establish and maintain effective working relationships with people from a variety of social, economic, cultural, and ethnic backgrounds; ability to maintain records and prepare reports; ability to provide direction and leadership to program participants; sensitivity to issues of cultural diversity; ability to create a positive role model; ability to express oneself both verbally and in writing; ability to use common computer applications, such as spreadsheets, word processing, calendar, e-mail and database software; ability to establish and maintain cooperative relationships with program participants, private and community agencies; sound judgment; and emotional maturity.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with a Bachelor's Degree or higher; or

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- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with an Associate's Degree and two (2) years of experience providing teaching support services, employment or vocational counseling or guidance counseling; or
- (C) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as described in (B) above; or
- (D) An equivalent combination of training and experience as described in (A), (B) or (C) above.

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.

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Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

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