

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for providing social work and case management services to participants in the Family Self-Sufficiency Program operated by the Monticello Housing Authority in order to assist individuals and families in securing services and resources necessary to promote greater self-sufficiency and to provide support services which will assist the family in acquiring greater financial independence. Incumbent will work with program coordinating committees made up of representatives of local government, job training and employment agencies, human services agencies, educational institutions, child care providers, nonprofit services providers, businesses, and local service providers, to assure that program participants are linked to the supportive services they need to achieve self-sufficiency. Incumbent is also responsible for coordinating and facilitating the housing authority youth and after school programs. Work is performed under general supervision 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.*

Meets with participants to provide counseling and guidance in acquiring services or resources;

Provides counseling to motivate individuals and families to increase their capacity in resolving social or economic problems;

Identifies the need for services through discussions with clients and assists in arranging child care, transportation, employment or training or other services; available in the community;

Assists participants in contacting support services provided through human service agencies,

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non-profit agencies, businesses, or other services as may be available in the community;

Maintains liaison with human service agencies and service providers;

Conducts outreach and orientation to prospective FSS families;

Assists clients in obtaining counseling, medical, or public health services as deemed appropriate;

Initiates specific projects to meet the needs of participants;

Develops, coordinates and maintains the Monticello Housing authority Youth and After School

Programs;

Maintains a system of case management files to record services and efforts conducted by the

agency;

Collects and maintains appropriate data to support the policies and efforts of the Family Self-

Sufficiency Program;

Assists in compiling data and preparing grants for the Family Sufficiency Program;

Reviews FSS Acton Plan annually and initiates revisions if necessary;

Prepares and maintains a variety of records, files and reports, utilizing computer based software,

relating to activities undertaken in the FSS program;

Ensures and maintains confidentiality records of all participants and prospective participants of the

housing authority;

Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of the services available in the community which would lend support to promoting greater economic independence for program participants; good knowledge of principles and practices used in obtaining information from individuals and in making judgments based on that information; good knowledge of federal, state and local rules, regulations and guidelines as they apply to the Family Self-Sufficiency Program; working knowledge of social service program requirements; working knowledge of current computer based software, including Microsoft and database programs; ability to establish and maintain successful working relationships with representatives of other agencies; ability to work effectively with persons from a variety of socioeconomic backgrounds; ability to present ideas clearly both orally and in writing; sensitivity to issues of cultural diversity; resourcefulness; and ingenuity.

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 and one (1) year experience in providing case management\* and counseling services; or
- (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 three (3) years of experience in providing case management\* and counseling services; or
- (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience in providing case management\* and counseling services; or

- *Case Management includes those activities that are directed toward enhancing a client's abilities to cope with and to solve problems, and referral of clients to supporting resources and services.*

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Last Reviewed: 9/12/01  
Jurisdictional Class: Competitive  
Public Hearing: N/A  
NYS Civil Service Commission Approval: N/A

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Revised in Draft on 9/2/09  
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Revised and Replaced in Classplan: 2/3/2023  
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