

FAMILY SERVICES CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of casework in the area of multi disciplinary case management. This position will establish and coordinate plans and multiple services designated to improve social functioning. Incumbent will also engage in advocacy duties to assist clients in obtaining services throughout the human services continuum. Some administrative duties may be performed. The work is performed under the general direction of the Social Services Intervention and Outreach Coordinator with some leeway for the use of independent judgment.

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.*

Assembles case histories and other data for clients receiving services through several
departments and/or collateral agencies;

Makes home visits to conduct interviews with family members to obtain information that would be
useful in the development of a comprehensive life plan for the client(s);

Analyzes the needs of the client and coordinates referrals to other human services agencies;

Plans and chairs case management review meetings for identified cases to determine the appropriate
services for the client(s) and to identify the lead agency for the client(s) in order to avoid
duplicate program services;

Maintains files, records and reports relating to services provided to clients;

Acts as a liaison for Family Services with community groups or agencies;

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Assists Temporary Assistance workers with emergency applicants by identifying priority needs and providing ongoing assistance to those placed in emergency housing;

Participates with the Juvenile Drug Court Team initiative and serves as a back up for the Intervention and Outreach Coordinator on the County Drug Court Team;

Acts as departmental case coordinator/manager for nominated families/cases with multiple barriers to employment and self-sufficiency;

Attends meetings and trainings for professional development;

Performs other duties as determined by the Intervention and Outreach Coordinator.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of the modern principles, methods, procedures and practices relating to temporary assistance and other public welfare services and ability to apply them in the performance of duties; good knowledge of Federal, State and local public welfare laws and programs; good knowledge of interviewing techniques and practices; ability to communicate effectively, both orally and in writing; ability to establish and maintain successful relationships with others and to resolve complaints; knowledge of techniques of case recording and the ability to prepare clear and accurate records and reports; ability to operate a personal computer and utilize common office software programs; initiative; tact; courtesy; and emotional maturity.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Human Services*, Business or related field and one

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- (1) year of experience involving direct public contact in providing human services; or
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Human Services*, Business or related field and three (3) years of experience as described in (A) above; or
- (C) Completion of sixty (60) credit hours of human services or business field at a regionally accredited or New York State registered college and five (5) years of experience as described in (A) above; or

SPECIAL REQUIREMENT FOR APPOINTMENT: *Possession of a valid New York State Driver's License or otherwise demonstrate ability to meet transportation needs of the position.*

**** The Human Services field includes social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family services, sociology, speech and hearing or similar fields.***

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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Jurisdictional Class:Competitive
Public Hearing:N/A
NYS Civil Service Commission Approval: N/A

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