

**TRANSITIONAL OPPORTUNITIES PROGRAM CASE
MANAGEMENT/COORDINATOR**

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing administrative, coordination and case management services for individuals in order to assist them in becoming self-sufficient, pursuant to federal, state and local rules and regulation. Incumbent will work with local government agencies, workforce development agencies and other local agencies to assure program participants receive coordinated services to assist them achieve self-sufficiency. Work is performed under general supervision with leeway for independently performing the duties and responsibilities of the position. Does related work as required.

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.*

Assesses the needs of individuals to identify specific issues or objectives and to formulate plans to achieve these objectives;

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

Provides case management services to motivate individuals to increase their capacity to eliminate the barriers that prevent them from becoming self-sufficient;

Identifies the need for services through discussions with clients and prepares a plan to have the identified needs met;

Acts as a liaison with human services agencies and service providers;

Acts as a mentor to individuals participating in the program;

Makes home or work-site field visits to assess client progress;

Maintains a system of case management files to record services and efforts to support the program initiatives;

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Records progress notes concerning services rendered in relation to a client's personal circumstances;

Collects and maintains appropriate data and provides reports as required;

Maintains information about human services, financial services, child care, transportation, education, training and similar services available in the community;

Maintains a variety of records, files and reports relating to activities undertaken in the program.

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

TERISTICS: Good knowledge of the cultural, environmental and personal factors influencing the lives of persons who are economically disadvantaged, low income, or unemployed; 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 social service program requirements; ability to interpret statutory, regulatory, and policy statements relating to services provided through human services agencies; 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 to grant degrees with a Bachelor's Degree in Human Services or Business or a related field and two years of experience in performing human services

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- activities for a client or student population; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Human Services or Business or a related field and four years of experience in performing human services activities for a client or student population; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

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Last Reviewed:2/17/01

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 4/4/2023