

**DEPARTMENT:** SOCIAL SERVICES  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** FEBRUARY 29, 2012

**CASE MANAGER (SOCIAL SERVICES)**

**DISTINGUISHING FEATURES OF THE CLASS:** Under the general supervision of the Senior Case Manager, the incumbent assesses the need for support services for applicants and recipients of the public assistance program and makes referrals as appropriate for housing and shelter, and monitors cases with the overall goal of client finding permanent housing to achieve self sufficiency. Incumbents of this title perform client case management activities consistent with public assistance program guidelines, requirements and objectives in order to insure the client is aware of and receives the necessary support from available internal and community programs. This title differs from Employment Specialist because of additional case management responsibilities in which the incumbents also assess need, make referrals as appropriate and monitor effectiveness of supporting social services. Additionally, the title differs from those in the Caseworker series because of the employment counseling responsibilities and the understanding of the Public Assistance emergency regulations. Incumbents function with considerable independence and latitude for the exercise of judgment. Does related duties as required.

**TYPICAL WORK ACTIVITIES:**

1. Provides the client with an understanding of the goals and objectives of the funded program, an understanding of the employment requirements, fair hearing rights, and benefit eligibility and emergency eligibility and availability;
2. Provides specialized services that include but are not limited to assistance with an Independent Living Plan, money management, and family counseling services;
3. Interviews participants to assess and prioritize need for integration of support services provided by or through internal units or community agencies as well as assisting them in obtaining permanent housing so that they can participate in the necessary training or education to enhance employment and increase family stability;
4. Establishes and maintains a relationship with each client in order to gain acceptance of needed services; initiate referrals, follow up until permanent housing is achieved, monitor and reassess service needs as client circumstances change;
5. Collaborates with internal units and community agencies to insure knowledge of available program services throughout the community;
6. Maintains public assistance (PA) applicant and recipient status reports and waivers for homeless, domestic violence and substance abuse clients and coordinates with PA worker activities designed to assist applicants/recipients into permanent housing and work related activities;
7. Documents case activity, prepares and assists in the preparation of various reports on program activities;
8. Provides continued assistance to individuals until permanent housing is secured in order to prevent recidivism of homelessness. The incumbent insures that the individual continues to meet their independent living goals; continues to receive benefits they are eligible for (childcare, food stamps, medical assistance, etc.); and monitors the need for continued waivers from program requirements for families and individual activities.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the goals, guidelines and application of social services programs; good knowledge of Federal, State, and local Social Services Laws, regulations and programs as they affect eligibility for emergency and financial assistance; working knowledge of the principles and practices of social casework; working knowledge of community services delivery agencies; interviewing skills; verbal and written communication skills; ability to establish and maintain personal relationships; good power of observation; tact; initiative; good judgment; emotional maturity; physical condition commensurate with the demands of the position.

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**CASE MANAGER (SOCIAL SERVICES) CONTINUED**

**MINIMUM QUALIFICATIONS:**

**SUGGESTED PROMOTIONAL QUALIFICATIONS:** One (1) year of permanent competitive status as a Senior Social Welfare Examiner or three (3) years as a Social Welfare Examiner and possession of an Associate's Degree or higher from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees.

**OPEN-COMPETITIVE:** Graduation from high school or possession of an equivalency diploma

**AND:** 1. 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 social work, behavioral sciences, education, business administration, financial administration, or a closely related field and one (1) year experience in \*social casework, the determination of eligibility for programs providing financial assistance or the provision of child support; \*\*

**OR:** 2. 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 social work, behavioral sciences, education, business administration, financial administration, or a closely related field and three (3) years of experience in \*social casework, the determination of eligibility for programs providing financial assistance or the provision of child support. \*\*

**NOTE:** Graduate level education in one (1) of the fields listed above may be substituted for the required experience on a year for year basis.

**\*SOCIAL CASEWORK:** Social Casework involving the one-to-one interaction with a client in order to actively facilitate the identification of client needs and goals through the interview process, as well as the identification and use of services available in the agency or the community to meet those needs and goals. The goal of the social casework intervention is to improve the overall general welfare of the individual and, hence, the society as a whole. For the purpose of developing minimum qualifications for positions within the municipal departments of social services, social casework experience necessarily requires an understanding of the municipality of services within the community which are available to the client. It should not be so specifically limited to one or two service functions that the broad range of potential needs of the clients cannot be addressed within the social casework interaction.

\*\*See New York State Social Services Department correspondence of Feb. 17, 1989.

Title changed from Child Assistance Program Specialist 08/03/2001.