

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: FEBRUARY 7, 2022

EMPLOYMENT CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: 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 work under the general supervision of the Senior Employment Case Manager and function with considerable independence and latitude for the exercise of judgment. Does related duties as required.

TYPICAL WORK ACTIVITIES:

1. Interviews and assesses public assistance clients to provide an understanding of the goals and objectives of the funded programs, the employment requirements, fair hearing rights, and benefit eligibility, child care eligibility and emergency eligibility and availability prior to a referral to employment, training or medical follow-up or evaluation;
2. 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 the necessary training or education to enhance employment or self-sufficiency;
3. Completes employability plans for referrals to additional educational, vocational or employment related activities or completes an independent living plan;
4. Conducts employment readiness training sessions for clients;
5. Establishes and maintains a relationship with each client in order to gain acceptance of needed services, initiate referrals, follow up, monitor and reassess service needs as client circumstances change, and closely monitor self-sufficiency progress;
6. Collaborates with internal units and community agencies to insure knowledge of available program services throughout the community;
7. Prepares reports as requested by the state central office or local unit and reviews state status reports for potential employed clients and coordinates with public assistance worker activities designed to assist clients into employment or permanent housing that will enable them to enter the correct program;
8. Documents case activity, prepares and assists in the preparation of various reports on program activities;
9. Maintains electronic files on a computerized database system.

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; good knowledge of counseling techniques and principles; working knowledge of training assessment techniques; working knowledge of the principles and practices of social casework; working knowledge of community services delivery agencies and the local labor market; interviewing skills; good verbal and written communication skills; computer skills; ability to compile and analyze data and prepare reports; 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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MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS: One (1) year of permanent competitive status as a Senior Social Services Worker or three (3) years as a Social Services Worker in the Niagara County Department of Social Services immediately preceding the date of written examination.

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, human services, humanities and social science, behavioral sciences, education, business administration, financial administration, or a closely related field and one (1) year of full-time paid experience in social casework*; or the determination of eligibility for programs providing financial assistance or the provision of employment activities;

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, human services, humanities and social science, behavioral sciences, education, business administration, financial administration, or a closely related field and three (3) years of full-time paid experience in social casework*; or the determination of eligibility for programs providing financial assistance or the provision of employment activities.

OR: 3. Five (5) years of full-time paid experience in social casework*; or the determination of eligibility for programs providing financial assistance or the provision of employment activities.

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.