

CASE MANAGER (ADULT PROTECTIVE SERVICES)
CHAUTAUQUA COUNTY DEPARTMENT OF MENTAL HYGIENE AND SOCIAL SERVICES
SALARY RANGE: \$24.42 - \$31.51/HOUR

The Chautauqua County Department of Mental Hygiene and Social Services is currently looking for one (1) Full-Time (@ 35 hours/week) Case Manager (Adult Protective Services) in the Mayville, NY office. Incumbents in this class primarily perform para-professional social case management for participants of the Adult Protective Services program of the Chautauqua County Department of Mental Hygiene and Social Services. A Case Manager (Adult Protective Services) assists participants with independent living activities, navigating everyday life tasks and financial responsibilities. The work is performed both in the field and in the office by assisting clients to identify and obtain available and appropriate supportive services throughout the community, as well as conduct assessments and referral activities. Work is performed under general supervision with leeway granted for independently carrying out job objectives. Does related work as required.

Typical Work Activities:

- Manages case work activities for adults with mental/physical impairments through home visits and telephone calls;
- Ensures that clients receive the range of appropriate services to meet their needs by maintaining good working relationships with clients, medical agencies, social services agencies and community agencies;
- Identifies client needs and problems through supportive face to face or telephone contact and provides alternative ways of resolving problems, this includes intervention, negotiation and advocacy with providers on the client's behalf to ensure the delivery of needed services and benefits;
- Serves as a link between the client and services provider, and makes follow-up contact(s) to determine whether a service has been or is being provided;
- Creates and maintains individual client monthly budget plan and pays essential monthly bills;
- Assists clients with navigating emergency situations such as evictions, utility shut off notices, etc.;
- Assists clients and acts as a payee for various benefits and services throughout the community;
- Assists clients with obtaining and completing all necessary paperwork so that there is no gap in services, such as housing recertifications, SNAP benefits, Medicaid, HEAP benefits, Social Security Administration benefits, Tax forms, etc.
- Maintains and submits activity reports, case notes, updates case files, and other documentation as requested and required by county, state and federal policies, laws and regulations pertaining to the Adult Protective Services Program;
- Serves as an advocate for participants with community service organizations and works as broker to arrange payments of monthly service bills such as rent, utilities, etc. for program participants;
- May perform a variety of support activities, such as transportation to appointments, scheduling appointments, shopping, assistance with apartment searches/assisted living facilities, and making arrangements for housekeeping, lawn care, home repairs and aide services as needed;
- Meets with supervisor and other staff monthly to discuss cases;
- Attends meetings as required.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title.

Chautauqua County offers a comprehensive benefits package which includes:

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| - Health Insurance (including Dental & Vision plan) | - 13 Paid Holidays |
| - Health Savings Account (partially funded by the County) | - Vacation & Sick Time |
| - Flex Spending Account | - Personal Days |
| - NYSLERS Pension | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness | - Wellness Program |

Minimum Qualifications:

Promotional – Candidates must be currently permanent in the title of Community Services Worker within the department of Mental Hygiene and Social Services and held such qualifying title for two (2) years at the time of application **and** appointment.

Open Competitive - either:

- A. Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's degree in a Human Services related field; OR
- B. Successful completion of 60 semester credit hours from a regionally accredited or New York State registered college or university in a Human Services related field and two (2) years of full-time, paid experience providing case management services to adults with mental/physical impairments; OR
- C. Four (4) years of full-time, paid experience providing case management services to adults with mental/physical impairments.

Additional Requirements:

- A. Ability to meet the regular transportation requirements in carrying out fieldwork assignments at time of appointment and during service in this classification.
- B. Candidates must not have been convicted of an alcohol or drug related driving offense, or have been convicted of refusing to submit to a Blood Alcohol Content (BAC) or chemical test for a period of three (3) years prior to the date of written test. Additionally, candidates that pass the written test and appear on the eligible list must not have been convicted of an alcohol or drug related driving offense, or have been convicted of refusing to submit to a Blood Alcohol Content (BAC) or chemical test for a period of three (3) years prior to certification and appointment.