

CASE MANAGER
DEPARTMENT OF MENTAL HYGIENE AND SOCIAL SERVICES
SALARY RANGE: \$24.42 - \$31.51/HOUR + BENEFITS

The Chautauqua County Department of Mental Hygiene and Social Services is seeking qualified applicants to fill one (1) Full-Time Case Manager position in our Dunkirk, NY office. A Case Manager is responsible for working with clients who are applying for assistance by assessing, planning, coordinating and supervising client activities in the areas of employment readiness, training, placement and related supportive services. The essential nature of the work is such that incumbents assist program participants through the modification of individual service strategies and the provision of vocational guidance. The Case Manager may also assist clients with supportive services for other human services functions such as health and daily living interventions. Work is performed under general supervision with leeway granted for independently carrying out job objectives. Work involves field visits to client contact points such as worksites, training sites, client homes and the like. Does related work as required.

Typical Work Activities:

- Meets with clients to assess their strengths and barriers to employment by using a variety of interviewing techniques;
- Prepares initial employability plans and update the plans within mandated time frames;
- Develops self-sufficiency plans for program candidates and advises and assists participants in planning and implementing specific elements of self-sufficiency plans, money management skills and similar skills;
- Refers clients to necessary community service agencies, such as remedial training programs, financial aid for higher education, and day care assistance to help them deal with problems and issues related to their own self-sufficiency;
- Coordinates all aspects of activities regarding assistance provided to individual participants, and assesses the effectiveness of the individual service strategy;
- Explains County Health and Human Services programs and regulations;
- Continually monitors and tracks work participation status, goals and tasks completed;
- Maintains case notes, updates case files, and prepares reports upon the request of other service agencies;
- Assists in the development and delivery of program recruitment services including one-on-one and group presentation, written materials and other approaches required to establish and maintain enrollment levels;
- Conducts and assists in design of workshops, support groups, orientation sessions and other structured activities intended to promote participant understanding and attainment of program objectives;
- Assesses needs of individual clients and expands or adjusts program activities accordingly;
- Conduct home/worksites and community site visits;
- Serves as an advocate for participants with community service organizations and works as broker to arrange necessary education, job placement and related services for program participants;
- Works closely with Transitional Assistance staff to coordinate services and assists in emergency situations in and outside of assigned team;
- Coaches participants in developing job search skills, conducts mock interviews, and provides guidance to participants in need of developing proper work habits;
- Maintains availability for client assistance by telephone and office visits;
- Acts as a domestic violence liaison for clients and assists in providing supportive services;
- May perform a variety of support activities, such as transportation to job interviews, assistance with apartment searches, and making arrangements for child care services.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title. An incumbent will be chosen from approved applications received.

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 - One (1) year of permanent competitive class status as a Social Welfare Examiner, Social Welfare Examiner (Spanish Speaking) or Community Services Worker in the Chautauqua County Department of Health and Human Services.

Open Competitive - Successful completion of 60 semester credit hours from a regionally accredited or New York State registered college or university and two (2) years of experience involving direct client contact in the delivery of services in a human services agency or program.

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.