

Case Manager - BOCES Tompkins County

Department: Tompkins-Seneca-Tioga BOCES
Classification: Competitive
Approved: 0
Revised: 04/12; 09/13
By: HH, Commissioner of Personnel
BBP Risk Factor: No risk

MINIMUM QUALIFICATIONS: No later than the final filing date announced, the applicant must -

Must have a Masters of Social Work or Masters Degree in Counseling, Education, or Communications. Experience with social service clients and area agencies preferred.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional position involving responsibility for providing case management services for low income families and individuals, to assist them in their economic, emotional, social, and environmental difficulties. The case manager is responsible for evaluation of clients and formulation of case management plan and the coordination of necessary services. The work is performed under the supervision of the Director of Adult and Continuing Education. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Formulates and carries out plans to meet the needs of the individual or the family;
Establishes a relationship with individuals and families to persuade them to avail themselves of recommended social services;
Identifies a need for the services through in-depth discussions with clients;
Provides counseling to motivate the individual or family to increase their own capacity and confidence in their ability to handle a problem;
Acts as a liaison with various individual agencies for referral purposes and provides feedback to referral agencies;
Keeps records on all client contracts;
Reviews existing case records for available information for use in formulating a plan of treatment;
Promotes community, professional, and client awareness of the availability of resources offered by Tompkins-Seneca-Tioga BOCES.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State, and local Social Service laws and programs;
Good knowledge of local community service agencies and their programs;
Ability to counsel individuals in the area of economics, emotional, social, and vocational problems;
Ability to observe and analyze;
Ability to prepare and maintain records and reports;
Sensitivity to the reaction of others;
Imagination, initiative, tact, and good judgment are required characteristics;
The employee's physical condition shall be commensurate with the demands of the position.

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Originally Created 05/01/1991