

## CASE MANAGER (SUPPORTIVE HOUSING)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent assists client with accessing affordable housing and coordinates services provided by the Mental Health Department and other agencies to ensure that such services are appropriate and are provided in the most efficient and effective manner. The incumbent may, as required, provide direct services to the client. Assists client with any task/goals that improve quality of life. The work is performed under general supervision. The work requires close consultation and cooperation with other Mental Health Department staff and service providers in other agencies. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Interviews client, family, friends, service providers and referral source, etc. to determine services being provided and supportive housing needs and preferences; If necessary completes situational assessments in areas of activities of daily living, self-care, social functioning, self-direction, economic self-sufficiency, educational (vocational) employment needs and housing needs to provide a complete profile of the client; Consults with Mental Health Department staff and service providers at other agencies in deciding what services should be provided; Determine what resources are available that would best meet the needs of the client and link the client to these resources; Develop and maintain a continuous relationship with the client, service providers and significant others; Ensure service continuity for each client, and coordinate services being provided by the varied services; Monitor and evaluate client's progress, and write periodic progress reports and submit them to appropriate agencies involved with the client; May, as required, provide support/counsel to client to assist him/her in acquiring independent living skills in areas of activities of daily living, vocational adjustment, interpersonal skills, social/recreational, and leisure activities to build client's abilities to maintain him/herself in the community; Assists in making appointments with the mental health clinic staff, physicians, dentists, and other service providers as necessary; Transport clients when necessary to accomplish case management; Maintains a variety of records and reports of program activities; May, as appropriate act as an advocate for clients in accessing services that would enhance client's ability to function more independently.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of social casework principles and practices; Good knowledge of economic, emotional, social and environmental factors that effect clients and their families; Good knowledge of community services providers; Good knowledge of interviewing, principles and techniques; Ability to establish and maintain effective helping relationships with service providers, clients and families; Good powers of observation; Ability to analyze human problems and to formulate and carry out plans to resolve these problems; Good knowledge of consultation strategies; Good judgment; Good oral and written communication skills; Ability to work independently; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- A. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in the behavioral sciences or related field; OR
- B. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in any area other than the behavioral sciences or related fields and one year of fulltime paid, or its parttime equivalent, social casework or social work experience; OR
- C. Graduation from a regionally accredited or New York State registered college with an Associate's degree in any area other than the behavioral sciences or related field, and four years of fulltime paid, or its parttime equivalent, social casework or social work experience; OR
- D. An equivalent combination of training and experience as defined by the limits of A, B and C.

- NOTES:
1. Social casework work experience includes those activities that are directed toward enhancing a clients abilities to cope with and to solve problems and referral of clients to supporting resource and services. Functions include client assessment, problem identification, development, monitoring and revision of a plan for services, motivational support, counseling, crisis intervention, referral to social and support services, coordination of services.
  2. Social work is generally directed toward promoting the effective operation of systems that provide people with resources and services. Functions include the development, management and evaluation of services programs, coordination and consultation with other service providers toward an integrated and comprehensive delivery system program and policy analysis, advocacy development, planning and implementation and organization analysis.
  3. Experience which is custodial in nature and/or which involves primarily providing direct personal care to clients such as nursing, nurses aides, home health aides or similar positions are not considered social casework or social work.
  4. Behavioral sciences are defined as psychology, sociology, and anthropology.
  5. Assignments made to employees in this class require using a vehicle to meet field work requirements made in the ordinary course of business in a timely and efficient manner.
  6. A valid NYS drivers license is required at time of appointment and maintained during employment.

Revised 3/25/98, 9/30/99, 10/17/01, 12/19/01; 10/15/19

Reviewed 1/30/04