

## CASE MANAGER (BOCES)

DISTINGUISHING FEATURES OF THE CLASS: The primary responsibility of the incumbent of this position is to coordinate services provided to the participants of the DCMO BOCES system. The incumbent coordinates services provided by DCMO BOCES and its partners and other community 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 participant. The work is performed under general supervision. The work requires cooperation with other staff and service providers of the participating School Districts within the DCMO BOCES service delivery area. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Provide outreach to specific populations in cooperation with local agencies for the purposes of recruitment into appropriate DCMO BOCES programs. Interviews participants, family, friends, service providers and referral sources, etc. to determine services being provided and background information; Completes required assessments, to place in identified program; May, as appropriate, act as an advocate for participant in accessing services that would enhance participant's ability to function independently. Determines what resources are available and consults and refers to community agencies that will provide services for these needs to include housing, education, employment, and health care needs, etc. Develop and maintain a continuous relationship with the participant, service providers and identified significant others. Participate in planning and facilitate execution to ensure service continuity. Monitor, evaluate and report participants' progress. Provide requested information to all agencies and/or grant funders on specific project outcomes and activities. Transport participant when necessary.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of social casework principles and practices; Good knowledge of community services and their providers; Good knowledge of interviewing, principles and techniques; Ability to establish and maintain effective helping relationships with service providers, participants and families; Good powers of observation; Ability to recognize problems and formulate solutions and execute plans to resolve these problems; 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 support- ing resource and services. Functions include client assessment, problem identification, develop- ment, 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. Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Usually this will require possession of an appropriate drivers license, however, those incapable of driving and/or obtaining a license will be considered if they can meet any field requirements of the job through other arrangements requiring only reasonable accommodation on the part of the employer.

Approved 12/19/01

Reviewed 10/13/05

Revised 12/24/15