

CASE MANAGER – BATAVIA HOUSING AUTHORITY

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing case management and support/referral services for the residents of 400 Towers. The incumbent also provides residents with information, acting as an advocate and a liaison with outside agencies. Provides guidance, outreach and services. The work is performed under the direct supervision of the Executive Director of the Batavia Housing Authority. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides general case management and referral services to all residents needing such assistance;

Establishes links with appropriate agencies and service providers in the community, to assure flexible and creative services for residents;

Refers residents to appropriate service providers, health care providers, financial resources and other community resources;

Provide information to residents in one-on-one meeting or group sessions about available health care and financial services and how to access them;

Keeps accurate records of visits with elderly and disabled residents; documents progress toward goals;

Advocate on behalf of the residents when appropriate;

Provide guidance for Batavia Housing Authority staff on handling social or mental issues with residents;

Helps residents build informal support networks with other residents, family and friends;

Acts as a liaison between the elderly and disabled residents and the Batavia Housing Authority;

Prepares necessary correspondence, forms, documentation, reports, etc.; files documents, reports and records as appropriate to facilitate Batavia Housing Authority's outreach and services to the elderly and disabled residents;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL

CHARACTERISTICS: Good knowledge of the characteristics, needs, issues and interests of public housing residents, particularly the elderly and persons with disabilities; good knowledge of community agencies, facilities and services which can be utilized to aid residents; good knowledge of accepted case management techniques, the ability to interpret and prepare written material; good knowledge of federal, state and local housing regulations as they apply to agency programs; working knowledge of mental health issues and drug and alcohol abuse by the elderly and persons with disabilities; ability to plan and organize activities and services; ability to communicate effectively, both orally and in writing; ability to establish comfortable and effective relationships with others; ability to secure the cooperation of others; initiative; resourcefulness; tact; courtesy; sensitivity to the needs of residents; ability to maintain confidentiality; physical condition commensurate with the demands of the position.

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, sit, use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee is required to talk, walk and hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate to low.

MINIMUM QUALIFICATIONS:

EITHER:

- A.** Possession of a Bachelor's degree or higher in psychology, sociology, human services, gerontology, social work, counseling, education or a closely related field with similar course curriculum,

OR:

- B.** Possession of an Associate's degree in psychology, sociology, human services, gerontology, social work, counseling, education or a closely related field with similar course curriculum and two (2) years of full-time paid human services experience, involving the provision of direct services to clientele,

OR:

- C.** Four (4) years of full-time paid human services experience, involving the provision of direct services to clientele;

NOTE: Part-time or volunteer experience as defined above will be considered on a prorated basis.

SPECIAL REQUIREMENTS: Possession of a valid New York State driver license at the time of appointment and maintenance of said license for the duration of employment.

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NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Competitive Class

Approved 3/1/19

Revised 11/27/23

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.