

CASE MANAGER (Office for the Aging)

DISTINGUISHING FEATURES OF THE CLASS: The Case Manager (Office for the Aging) work involves responsibility and supervision over personnel for performing within a program to assist older individuals to remain and function effectively/safely within a non-institutional setting as well as working with informal/family caregivers. Provides both direct services and program oversight with the focus of the work for assisting clients with their economic, emotional, social, physical, and environmental and caregiving challenges by providing information, assistance and counseling to help formulate and carry out plans to meet the individual. The incumbent is directly supervised by the Director or designee in accordance with established policies and procedures. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Monitor initial intake and assessment using standardized assessment tool to determine extent of frail elderly clients' need for in-home services;

May complete assessments and integrate a written service plan for each client;

Oversee implementation and follow-up of the written service/care plans by linking clients with necessary providers, assisting in gaining access to needed medical, psychiatric, social, educational, and other services, maintaining contact through the course of care;

Assures the maintenance of case management records with appropriate reviews and updating of service plans;

Adheres to program instructions per NYSOFA/regulatory agencies;

Develops and maintains cooperative working relationships with other referral service providers and community groups including participation in and developing outreach, marketing, and written materials, for the purpose of promoting EISEP program and other related aging services;

Prevents and/or resolves developing crises to possibly delay or deter the need for institutional care;

May visit with clients and their families in the client home or in other locations such as in hospitals and in nursing homes;

Assists in program reporting, monitoring and planning;

Tracks available resources for program spending;

Meets regularly with Director, Office for the Aging/Services Administrator.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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CASE MANAGER (Office for the Aging)

PAGE 2

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS:

Good knowledge of case management techniques; good knowledge of the range of services and entitlements available to older adults; good knowledge of human behavior and of the aging process as well as sensitivity to the special problems faced by the chronically ill/homebound elderly; ability to operate a motor vehicle; ability to accurately and appropriately assess client needs, plan services, oversee plan implementation and conduct ongoing follow-up and reassessment; ability to communicate effectively both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; good organizational skills; discretion and good judgement; initiative; resourcefulness; dependability; sensitivity and empathy to the problems and concerns of the aging and their caregivers; good skills in organizing and communicating and supervision.

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 sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close 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 quiet.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's Degree in Social Work, Gerontology, Human Services or other related field AND one (1) year of full-time, paid experience as a caseworker, social worker or other human services field where the individual has performed case management duties.

OR:

- B. Possession of an Associate Degree as defined by the limits of (A) above AND three (3) years of full-time, paid experience as a caseworker, social worker or other human services field where the individual has performed case management duties.

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CASE MANAGER (Office for the Aging)
PAGE 3

OR:

- C. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, AND: Five (5) years full-time paid experience as a caseworker, social worker or other human services field where the individual has performed case management duties.

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

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.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:
Possession of an appropriate valid New York State Driver's License

Competitive Class

Adopted 1/17/89

Revised 3/13/98, 5/24/19, 1/17/24

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