

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: MARCH 25, 2009

SENIOR CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position responsible for the conduct and the performance of duties of a public assistance program. The incumbent establishes procedures for and supervises subordinates in interpreting benefit levels and case decisions made by the income maintenance workers for financial assistance and employment staff as it relates to the career goals and employment planning for recipients on Public Assistance and those transitioning off assistance. This position differs from the supervisory level titles in the Social Services Worker series since the incumbent also ensures the assessment of need and the availability of, referral to and delivery of supportive social and employment services. Conversely, the title differs from supervisory levels of the Caseworker series due to the eligibility and income maintenance knowledge under the public assistance program and the career focus that will enable the recipient to achieve self-sufficiency. The incumbent functions with substantial independence and latitude for the exercise of judgment and receives general direction from the Director of Eligibility, in accordance with the goals, requirements and guidelines of the case management component in public assistance. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Interprets State and local policies as they relate to eligibility for supportive services and the eligibility of the 200% standards; establishes and implements operations processes and procedures;
2. Reviews Temporary Assistance to Needy Families (TANF) recipient status reports and reviews case records to identify employable participants; targets those which, although presently not employed, may become employed in the future if they received certain services needed to address their barriers to employment;
3. Supervises Case Managers (Social Services), Employment Specialists and Work Experience Program Aides in determining the appropriate services required to enable the participant to prioritize their goals, meet their needs within their budget, and providing supporting social and/or employment services as may be necessary and to ensure the clients' participation requirements are met;
4. Assigns work, reviews and evaluates performance of subordinates; reviews case management records, holds case conference with the Case Managers (Social Services) and Employment Staff and recommends changes in approach to managing the case as may be appropriate;
5. Prepares and conducts training relative to the goals and requirements of assisting the participant to achieve self-sufficiency;
6. Collaborates with internal units and community agencies for the provision of support services;
7. Serves as the agency liaison to State Department of Social Services for case management cases; prepares or directs preparation of various reports and maintenance of program records as required locally and by State Social Services; attends related meetings and conferences;
8. Monitors the completion and compilation of statistical and report data; assists in the preparation of reports as required;
9. Maintains the records of staff as required for payroll procedures, such as time sheets, leave request forms, etc.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of the goals, guidelines and application of case management services; good knowledge of Federal, State and local Social Services Laws, regulations and programs as they affect eligibility for financial assistance and 200% eligibility; good knowledge of the principles and practices of social casework; good knowledge of community services delivery agencies; supervisory skills; verbal and written communication skills; ability to read and interpret moderately complex written material; ability to establish and maintain personal relationships; good power of observation; tact; initiative; good judgment; emotional maturity; physical condition commensurate with the demands of the position.

Continued

SENIOR CASE MANAGER CONTINUED

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

One (1) year of permanent competitive status as a Case Manager (Social Services) or Employment Specialist.

OPEN COMPETITIVE:

Graduation from high school or possession of an equivalency diploma

AND: 1. Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in social work, behavioral sciences, education, business administration**, financial administration**, or a closely related field and two (2) years experience in *social casework, the determination of eligibility for programs providing financial assistance or the provision of child support, including or supplemented with one (1) year of experience in a supervisory capacity*;

OR: 2. Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in social work, behavioral sciences, education, business administration**, financial administration**, or a closely related field and four (4) years of experience in social casework, the determination of eligibility for programs providing financial assistance or the provision of child support, including or supplemented with one (1) year of experience in a supervisory capacity.

NOTE: Graduate level education in one (1) of the fields listed above may be substituted for the required experience on a year for year basis with the exception of experience in a supervisory capacity.

***SOCIAL CASEWORK:** Social Casework involving the one-to-one interaction with a client in order to actively facilitate the identification of client needs and goals through the interview process, as well as the identification and use of services available in the agency or the community to meet those needs and goals. The goal of the social casework intervention is to improve the overall general welfare of the individual and, hence, the society as a whole. For the purpose of developing minimum qualifications for positions within the municipal departments of social services, social casework experience necessarily requires and understanding of the municipality of services within the community which are available to the client. It should not be so specifically limited to one or two service functions that the broad range of potential needs of the clients cannot be addressed within the social casework interaction.

**See New York State Social Services Department correspondence of February 17, 1989.

Title changed from Senior Child Assistance Program Specialist 08/07/2001.