

**CASE MANAGER (ADULT PROTECTIVE SERVICES) – CHAUTAUQUA COUNTY GOVERNMENT OFFICES  
DEPARTMENT OF MENTAL HYGIENE AND SOCIAL SERVICES**

Chautauqua County Department of Mental Hygiene and Social Services is seeking applications for two (2) Case Manager (Adult Protective Services) positions within the Mayville, NY office. These positions are full-time at 35 hours per week and are eligible for benefits. Starting salary is \$22.90 per hour. A Case Manager (Adult Protective Services) primarily performs para-professional social case management for participants of the Adult Protective Services program of the Chautauqua County Department of Mental Hygiene and Social Services. The incumbent will assist the participants with independent living activities, navigating everyday life tasks and financial responsibilities. The work is performed both in the field and in the office by assisting clients to identify and obtain available and appropriate supportive services throughout the community, as well as conduct assessments and referral activities. Work is performed under general supervision with leeway granted for independently carrying out job objectives. Does related work as required.

**Typical Job Duties:**

- Manages case work activities for adults with mental/physical impairments through home visits and telephone calls;
- Ensures that clients receive the range of appropriate services to meet their needs by maintaining good working relationships with clients, medical agencies, social services agencies and community agencies;
- Identifies client needs and problems through supportive face to face or telephone contact and provides alternative ways of resolving problems, this includes intervention, negotiation and advocacy with providers on the client's behalf to ensure the delivery of needed services and benefits;
- Serves as a link between the client and services provider, and makes follow-up contact(s) to determine whether a service has been or is being provided;
- Creates and maintains individual client monthly budget plan and pays essential monthly bills;
- Assists clients with navigating emergency situations such as evictions, utility shut off notices, etc.;
- Assists clients and acts as a payee for various benefits and services throughout the community;
- Assists clients with obtaining and completing all necessary paperwork so that there is no gap in services, such as housing recertifications, SNAP benefits, Medicaid, HEAP benefits, Social Security Administration benefits, Tax forms, etc.
- Maintains and submits activity reports, case notes, updates case files, and other documentation as requested and required by county, state and federal policies, laws and regulations pertaining to the Adult Protective Services Program;
- Serves as an advocate for participants with community service organizations and works as broker to arrange payments of monthly service bills such as rent, utilities, etc. for program participants;
- May perform a variety of support activities, such as transportation to appointments, scheduling appointments, shopping, assistance with apartment searches/assisted living facilities, and making arrangements for housekeeping, lawn care, home repairs and aide services as needed;
- Meets with supervisor and other staff monthly to discuss cases;
- Attends meetings as required.

Positions are being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title.

**Chautauqua County Offers A Comprehensive Benefits Package Which Includes:**

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|---|-----------------------------|
| - Health Insurance (including Dental & Vision plan)       | - 13 Paid Holidays          |
| - Health Savings Account (partially funded by the County) | - Vacation & Sick Time      |
| - Personal Days   |                             |
| - NYSLERS Pension   | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness    | - Wellness Program          |

**Must Meet Minimum Qualifications:** Candidates must have graduated with a Bachelor's degree in a Human Services related field **OR** successfully completed 60 semester credit hours in a Human Services related field **PLUS** have two (2) years of full-time, paid experience providing case management services to adults with mental/physical impairments **OR** have four (4) years of experience aforementioned.

**Additional Requirements:** Candidates must be able to meet the regular transportation requirements in carrying out fieldwork assignments at the time of appointment and during service in this classification. Candidates must not have been convicted of an alcohol or drug related driving offense, or have been convicted of refusing to submit to a Blood Alcohol Content (BAC) or chemical test for a period of three (3) years prior to the date of written test. Additionally, candidates that pass the written test and appear on the eligible list must not have been convicted of an alcohol or drug related driving offense, or have been convicted of refusing to submit to a Blood Alcohol Content (BAC) or chemical test for a period of three (3) years prior to certification and appointment.

**Application Process:** Interested candidates must complete an original Chautauqua County Government Application for Employment/Examination available on the county's website: [chqgov.com](http://chqgov.com) and **return it along with copy of your college transcripts/degree**, to Chautauqua County Department of Human Resources, Gerace Office Building – Room 144, 3 North Erie St, Mayville, NY 14757 or email completed application (including signature) to [Countyemploy@chqgov.com](mailto:Countyemploy@chqgov.com)

Chautauqua County is an Equal Opportunity Employer