

CASE MANAGER (OFA-EISEP)

(Office for Aging Services – Expanded In-Home Services for the Elderly Program)
Two (2) Full-Time position @ 35 Hrs./Wk.
Salary starts @ \$19.89/Hr. with benefits

Chautauqua County Office for Aging Services (OFAS) seeks to fill one (1) Full-Time position in their Jamestown office and one (1) Full-Time position in their Mayville office homecare program as a Case Manager (OFA-EISEP). Incumbents in this class primarily perform para-professional social case management for the Expanded In-Home Services for the Elderly Program (EISEP) for older adults in OFAS' homecare program. Work is also performed by assisting with a variety of tasks in conducting aging services activities through the delivery of information and referral to supportive services. The work is performed both in the field and in the office by assisting clients to identify and obtain available and appropriate services as well as conduct assessment and referral activities. Does related work as required.

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

A description of the duties and minimum qualifications are listed below.

PLEASE NOTE: Due to COVID-19 concerns and the safety of our staff and community, interested Candidates must complete and mail in the Chautauqua County Application for Examination/Employment (available on our website: www.chqgov.com click on "Employment").

Completed applications must be mailed to:

Chautauqua County Department of Human Resources
Gerace Office Building, Room 144
3 North Erie Street
Mayville, NY 14757

Equal Opportunity Employer

CASE MANAGER (OFA-EISEP)

DISTINGUISHING FEATURES OF THE CLASS: Incumbents in this class primarily perform para-professional social case management for the Expanded In-Home Services for the Elderly Program (EISEP) of the Chautauqua County Office for the Aging (OFA). Work is also performed by assisting with a variety of tasks in conducting aging services activities through the delivery of information and referral to supportive services. The work is performed both in the field and in the office by assisting clients to identify and obtain available and appropriate services as well as conduct assessment and referral activities. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Manages case work activities with elderly clients through home visits, telephone calls and office visits;
- Ensures that clients receive the range of appropriate services to meet their needs by maintaining good working relationships with clients, medical agencies, social service agencies, and community agencies;
- Ensures continuity and quality of services for clients through the development and review of care plans;
- Identifies client needs and problems through supportive face to face or telephone contact and provides alternative ways of resolving problems, to include intervention, negotiation and advocacy with providers on the client's behalf to ensure the delivery of needed services and benefits;
- Provides information about services, benefits, entitlements and other areas of concern to older persons or their representatives to enable them to locate and obtain needed resources on their own;
- 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;
- Attends staff meetings and engages in inter-agency networking;
- May supervise and give work assignments to Senior Aides.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the range of services and entitlements available to the elderly; good knowledge of the characteristics, needs and interests of

the aging; good knowledge of EISEP regulations regarding case management, assessment, screening, care planning and service delivery; ability to accurately and appropriately assess client needs, plan services, oversee plan implementation and conduct ongoing follow-up and reassessment; ability to express self clearly both orally and in writing; skill in organizing and communicating; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma AND either:

- A. Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's degree in a Human Services-related field; OR
- B. Graduation from a regionally accredited or New York State registered college with an Associate's degree in a Human Services-related field and two (2) years of experience involving direct client contact in the delivery of services in a human services agency or program; OR
- C. Four (4) years of experience as listed in (B.) above.

ADDITIONAL REQUIREMENTS: Ability to meet the regular transportation requirements in carrying out fieldwork assignments at time of appointment and during service in this classification.

NOTE: Open competitive minimum qualifications are set by 9 CRR-NY 6654.16.