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## CHAUTAUQUA COUNTY DEPARTMENT OF HUMAN RESOURCES

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3 N. Erie Street • Room 144 • Gerace Office Building, Mayville, NY 14757-1007 • Email [cchrs@chqgov.com](mailto:cchrs@chqgov.com)  
Phone (716) 753-4237 • Fax (716) 753-4686 • Website: [Chqgov.com](http://Chqgov.com)

### **CASE MANAGER (OFA-EISEP)**

(Expanded In-Home Services for the Elderly Program)

**Permanent Full-Time @ 35 Hours/Week**

**Salary starts @ \$20.49/Hour w/Benefits**

Chautauqua County's Office for Aging Services is actively seeking qualified applicants to fill a Case Manager (OFA-EISEP) position primarily located within the Mayville, NY office. 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.

Position is full-time, 35 hours per week starting at \$20.49/hour. Chautauqua County Government offers a comprehensive benefit package including Dental, Health, and Vision insurance, Employee Assistance Program, Retirement Savings Programs, Paid Time Off and much more.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title. An incumbent will be chosen from approved applications submitted.

In order to be considered for this position - **ALL** applicants must meet the minimum qualifications listed below\* and **MUST** submit an application available on the Chautauqua County Government's website: [www.chqgov.com](http://www.chqgov.com) click on "Employment."

Mail completed applications to:

Chautauqua County Department of Human Resources  
Gerace Office Building  
3 North Erie St – Rm 144  
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:

Open Competitive: 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. Possession of a license issued by the State of New York to practice as a Registered Professional Nurse at the time of application, appointment, and during service in this classification, and one (1) year full-time paid experience in that profession; OR
- C. Four (4) years of experience involving direct client contact in the delivery of services in a human services agency or program.

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.