

CASE MANAGER – CHAUTAUQUA COUNTY GOVERNMENT

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Dunkirk and Jamestown New York Offices

Chautauqua County Department of Health and Human Services is seeking qualified applicants to fill multiple full-time Case Manager vacancies to work out of our Dunkirk and Jamestown, NY offices. A Case Manager The work involves responsibility for working with clients who are applying for assistance by assessing, planning, coordinating and supervising client activities in the areas of employment readiness, training, placement and related supportive services. May also assist clients with supportive services for other human services functions such as health and daily living interventions. This position is 35 hours/week, Monday through Friday. Salary begins at \$21.10/hour plus benefits.

Chautauqua County Government offers a comprehensive benefit package that includes:

- Health Insurance including Dental and Vision
- Health Savings Account partially funded by the County
- 13 Paid Holidays
- Generous Vacation and Sick Accruals
- 2 Personal Days per year
- Employee Assistance Program
- Retirement Savings Programs; including NYSLERS Pension and additional Deferred Compensation
- Eligible for Federal Student Loan Forgiveness Program
- And Much More!

Minimum Qualifications: Requires successful completion of 60 credit hours from a regionally accredited or New York State registered college or university PLUS two (2) years of experience involving direct client contact in the delivery of services in a human services agency or program. Candidates must also meet the regular transportation requirements in carrying out fieldwork assignments at 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.

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 received.

Application Process: Interested candidates must complete an original Chautauqua County Government Application for Employment/Examination available on the county's website: chqgov.com and return it to Chautauqua County Department of Human Resources, Gerace Office Building – Room 144, 3 North Erie St, Mayville, NY 14757.

Chautauqua County Government is an Equal Opportunity Employer

CASE MANAGER JOB DESCRIPTION

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for working with clients who are applying for assistance by assessing, planning, coordinating and supervising client activities in the areas of employment readiness, training, placement and related supportive services. The essential nature of the work is such that incumbents assist program participants through the modification of individual service strategies and the provision of vocational guidance. The Case Manager may also assist clients with supportive services for other human services functions such as health and daily living interventions. Work is performed under general supervision with leeway granted for independently carrying out job objectives. Work involves field visits to client contact points such as worksites, training sites, client homes and the like. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Meets with clients to assess their strengths and barriers to employment by using a variety of interviewing techniques;
- Prepares initial employability plans and update the plans within mandated time frames;
- Develops self-sufficiency plans for program candidates and advises and assists participants in planning and implementing specific elements of self-sufficiency plans, money management skills and similar skills;
- Refers clients to necessary community service agencies, such as remedial training programs, financial aid for higher

- education, and day care assistance to help them deal with problems and issues related to their own self-sufficiency;
- Coordinates all aspects of activities regarding assistance provided to individual participants, and assesses the effectiveness of the individual service strategy;
 - Explains County Health and Human Services programs and regulations;
 - Continually monitors and tracks work participation status, goals and tasks completed;
 - Maintains case notes, updates case files, and prepares reports upon the request of other service agencies;
 - Assists in the development and delivery of program recruitment services including one-on-one and group presentation, written materials and other approaches required to establish and maintain enrollment levels;
 - Conducts and assists in design of workshops, support groups, orientation sessions and other structured activities intended to promote participant understanding and attainment of program objectives;
 - Assesses needs of individual clients and expands or adjusts program activities accordingly;
 - Conduct home/worksite and community site visits;
 - Serves as an advocate for participants with community service organizations and works as broker to arrange necessary education, job placement and related services for program participants;
 - Works closely with Transitional Assistance staff to coordinate services and assists in emergency situations in and outside of assigned team;
 - Coaches participants in developing job search skills, conducts mock interviews, and provides guidance to participants in need of developing proper work habits;
 - Maintains availability for client assistance by telephone and office visits;
 - Acts as a domestic violence liaison for clients and assists in providing supportive services;
 - May perform a variety of support activities, such as transportation to job interviews, assistance with apartment searches, and making arrangements for child care services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of County employment and training function concepts and services; Good knowledge of services provided by various educational and vocational programs; Good knowledge of the sources of occupational information related to vocational guidance, training, and placement; Working knowledge of social welfare system concepts and issues; Working knowledge of the cultural, environmental, and personal factors influencing the lives of persons who are economically disadvantaged, low income or unemployed; Working knowledge of interviewing techniques; Ability to evaluate participant vocational aptitudes and interests; Ability to establish and maintain effective working relationships with others; Ability to communicate effectively both orally and in writing; Ability to deal effectively with the public; Ability to understand and empathize with the needs and concerns of others; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Successful completion of 60 semester credit hours from a regionally accredited or New York State registered college or university and two (2) years of experience involving direct client contact in the delivery of services in a human services agency or program.

ADDITIONAL REQUIREMENTS:

- A. Ability to meet the regular transportation requirements in carrying out fieldwork assignments at time of appointment and during service in this classification.
- B. 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.