

CASE MANAGER (SUPPORTIVE HOUSING)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent assists clients with accessing affordable housing and coordinates services provided by the Mental Health Department and other agencies. Ensures that such services are appropriate and are provided in the most efficient and effective manner. The incumbent may, as required, provide direct services to the client. Assists clients with any tasks/goals that improve quality of life. The work is performed under general supervision. The work requires close consultation and cooperation with other Mental Health Department staff and service providers in other agencies. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Interviews client, family, friends, service providers and referral sources, etc. to determine services being provided and supportive housing needs and preferences; If necessary, completes situational assessments in areas of activities of daily living, self-care, social functioning, self-direction, economic self-sufficiency, educational (vocational) employment needs and housing needs to provide a complete profile of the client; Consults with Mental Health Department staff and service providers at other agencies in deciding what services should be provided; Determines what resources are available that would best meet the needs of the client and links the client to these resources; Develops and maintains a continuous relationship with the client, service providers and significant others; Ensures service continuity for each client, and coordinates services provided by various agencies; Monitors and evaluates clients' progress, writes periodic progress reports, and submits them to appropriate agencies involved with the client; May, as required, provide support/counsel to clients to assist them in acquiring independent living skills in areas of activities of daily living, vocational adjustment, interpersonal skills, social/recreational, and leisure activities to build clients' abilities to maintain themselves in the community; Assists in making appointments with the mental health clinic staff, physicians, dentists, and other service providers as necessary; Transports clients when necessary to accomplish case management; Maintains a variety of records and reports of program activities; May, as appropriate, act as an advocate for clients in accessing services that would enhance clients' ability to function more independently.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of social casework principles and practices; Good knowledge of economic, emotional, social and environmental factors that affect clients and their families; Good knowledge of community services providers; Good knowledge of interviewing principles and techniques; Ability to establish and maintain effective helping relationships with service providers, clients and families; Good powers of observation; Ability to analyze human problems and to formulate and carry out plans to resolve these problems; Good knowledge of consultation strategies; Good judgment; Good oral and written communication skills; Ability to work independently; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- A. Graduation from a college or university with a bachelor's degree in the behavioral sciences or related field; OR
- B. Graduation from a college or university with a bachelor's degree in any area other than the behavioral sciences or related fields and one year of fulltime paid, or its parttime equivalent, social casework or social work experience; OR
- C. Graduation from a regionally accredited or New York State registered college with an Associate's degree in any area other than the behavioral sciences or related field, and four years of fulltime paid, or its parttime equivalent, social casework or social work experience; OR
- D. An equivalent combination of training and experience as defined by the limits of A, B and C.

- NOTES:**
1. Social casework work experience includes those activities that are directed toward enhancing a clients' abilities to cope with and to solve problems and referral of clients to supporting resources and services. Functions include client assessment, problem identification, development, monitoring, and revision of a plan for services, motivational support, counseling, crisis intervention, referral to social and support services, and coordination of services.
 2. Social work is generally directed toward promoting the effective operation of systems that provide people with resources and services. Functions include the development, management and evaluation of services programs, coordination and consultation with other service providers toward an integrated and comprehensive delivery system program and policy analysis, advocacy development, planning and implementation and organization analysis.
 3. Experience which is custodial in nature and/or which involves primarily providing direct personal care to clients such as nursing, nurses' aides, home health aides or similar positions are not considered social casework or social work.
 4. Behavioral sciences are defined as psychology, sociology, and anthropology.
 5. Assignments made to employees in this class require using a vehicle to meet field work requirements made in the ordinary course of business in a timely and efficient manner.
 6. A valid NYS drivers license is required at time of appointment and maintained during employment.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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