

FAMILY-CENTERED CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: Provides direct case management services to families and clients, focusing on strength-based, trauma-informed, family-centered approaches to support client well-being and stability within programs. Operates under the supervision of higher level programs staff. This position does not customarily oversee other employees, but serves as a liaison and coordinator of cases involving complex needs, such as mental health conditions, developmental disabilities, substance use disorders, homelessness, and/or those experiencing domestic violence or a combination thereof.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Monitors and maintains ongoing tracking systems to ensure timely service delivery, compliance, and follow-up on assigned cases; Maintains detailed and current case records, including case notes, assessments, and all required documentation; Conducts regular interviews with clients to assess needs, gather information, and evaluate progress towards service goals; Develops care plans that address the unique needs of families, identifying and working to remove barriers to accessing necessary services; Makes appropriate referrals and coordinates with community-based agencies, including mental health, substance use treatment, housing, and other supportive services; Establishes and maintains strong partnerships with local service providers to facilitate comprehensive care and resource access for families; Attends team meetings, case conference and community stake holder meetings to address service issues, policy updates, and collaborative planning; Provides transportation for clients when necessary to support access to critical appointments and services. May compile data and prepare reports associated with the work. Does related duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of community agencies, facilities, and services; Ability to deal effectively and objectively with clients; Ability to establish and maintain effective helping relationships with service providers, clients and families; Ability to analyze human problems and to formulate and carry out plans to resolve these problems; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. (1) Graduation from a college or university with a bachelor's degree and (2) 18 months' experience providing direct services to clients in a human services setting; OR
- B. (1) Graduation from a college or university with an associate's degree and (2) 3 years' and 6 months' experience providing direct services to clients in a human services setting; OR
- C. (1) Graduation from high school or possession of a high school equivalency diploma and (2) 4 years' and 6 months' experience providing direct services to clients in a human services setting.
- D. An equivalent combination of training and experience as defined by the limits of (A), (B), and (C), above.

NOTE: Must have possession of a valid New York State driver's license at time of appointment and maintain it 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.

Adopted 11/21/25