

CASE MANAGER AIDE (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS:

This is a varied position designed to relieve professionals in a department of the more routine tasks in supervising or aiding a client population. Duties vary widely by department but generally do not require prior specialized knowledge or training. Incumbents work in close cooperation with, and under the direct guidance and direction of professionals, including Case Managers, Public Health Nurses, and Probation Officers. Supervision of other employees is not a function of the position.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

In the Department of Community and Family Services:

1. Demonstrates homemaking skills and home management to clients in their homes;
2. Provides training to clients in marketing, preparation and serving of meals, budgeting, care and supervision of children and housekeeping;
3. Transports clients to and from appointments, meetings, shopping, etc;
4. Promotes mental alertness through conversation and participation in diversional activities;
5. Observes deviations from usual physical and mental status and reports this to the supervisor;
6. Helps maintain children's daily routine and encourages participation in household tasks;
7. May bathe clients and give personal hygiene care;
8. May assist clients in performing medically prescribed exercises and in taking self-administered medications;
9. Confers with supervisor to plan goals and coordinate activities;
10. Documents daily activities; reports daily to program staff regarding the status of patients;

In addition to the above, when assigned to the Tuberculosis Control Program in the Health Department:

11. Delivers medication to patients' homes and other sites in the community; prompts the patient to take the medication; encourages and motivates the patient to complete preventive therapy;
12. Travels throughout the community to find missing patients; works with outreach workers to locate individuals.

In the Department of Probation and Community Corrections:

13. Transports or assists in transporting probationers to therapy or rehabilitation appointments, medical appointments, and to other social agencies or institutions;
14. Assists with drug testing of probationers by observing the collection of samples;
15. Verifies employment and other factual data for Probation Officers through phone calls;
16. Enters data concerning transportation and other client information into data base.

CASE MANAGER AIDE (SPANISH SPEAKING) (Cont'd)

TYPICAL WORK ACTIVITIES: (Cont'd)

In all departments:

17. Translates written correspondence, conversations and interviews from English to Spanish and from Spanish to English;
18. May provide bilingual services in connection with departmental business in court or at other off-site locations as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to understand and carry out oral and written instructions;
Ability to learn and carry out routine departmental and program procedures and regulations;
Ability to work, read, write and converse in Spanish and English;
Ability to perform physical tasks when assisting others;
Ability to get along well with others and gain their cooperation;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma.

SPECIAL REQUIREMENT:

1. Possession of a NYS Driver License at time of appointment.
2. Candidates must be fluent in understanding, speaking, reading, writing and translating Spanish.

