

## CASE MANAGER II (INTERN)

### DISTINGUISHING FEATURES OF THE CLASS:

An employee in this position has qualified under the NYS Office for Child and Family Services approved BSW Intern Program. The employee will have completed the minimum qualifications for this position and must commit to work for the agency for two years to meet the conditions of the program. This is a highly responsible position which involves the conduct of social studies for the purpose of identifying the need for social services and rendering these services to clients. Incumbents in this class may be required to administer specific social service programs in areas such as child protection, adoption, permanency planning, non-secure detention supervision, foster and adoptive home procurement, court liaison management, and in-home health care coordination. Work is performed under the direction of a higher level employee. Travel in the course of a workday may be required.

### TYPICAL WORK ACTIVITIES:

1. Interviews applicants for the purpose of identifying specific social needs;
2. Reviews existing case records for available information to use in formulating a plan of treatment;
3. Develops individual service plans to meet short-term and long-range goals;
4. Refers cases to Case Supervisors for assignment to level one Case Managers, recommending services necessary to fulfill individual treatment plans;
5. Provides individual and family counseling to adults and children;
6. Makes collateral contacts with employers, service providers, and other community resources;
7. Works with representative of other agencies in developing and implementing service plans;
8. Prepares reports and maintains case files;
9. May serve as an intake worker for a unit or section within a division;
10. May administer a specific program such as home care, court liaison management, day care, non-secure detention supervision, or home finding, serving as a resource to agency personnel;
11. May write petitions for presentation in court;
12. May be required to appear in court as an expert witness with or without legal support;
13. May be required to perform call-out duties or take telephone requests after working hours;
14. May provide in-service training in a particular field of expertise;
15. May serve as a member of a departmental committee;
16. May supervise level one Case Managers, community service personnel, Case Manager Aides, or support staff;
17. Does related work as required.

### FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern principles and practices of social case management; good knowledge of federal, State and local public welfare laws and programs as they relate to the delivery of human services; good knowledge of the techniques of case recording; good knowledge of counseling techniques and practices; good knowledge of available community facilities and resources; skill in interviewing; ability to establish effective working relationships with a wide variety of people and agencies; ability to relate to a potentially difficult client population; good powers of observation, perception, and analysis; good organizational ability; ability to supervise the work of others; initiative; resourcefulness; emotional maturity; good judgment; tact; courtesy; physical condition commensurate with the demands of the position.

**CASE MANAGER II (INTERN) (Cont'd)**

**MINIMUM QUALIFICATIONS:**

For selected Case Manager II positions only in Child Protective Services, candidates will qualify for the position if they have met the requirements of the NYS Office for Child and Family Services approved BSW Intern Program. These qualifications are graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Social Work and successful completion of the OCFS-approved Bachelor of Social Work Intern program at the Dutchess County Department of Social Services. Candidates will take the exam for Case Manager II (CPS) and be placed on an eligible list for the title of Case Manager II (Intern).

**SPECIAL REQUIREMENT:**

Possession of a New York State Driver License at time of appointment.

HU5203

ADOPTED: 07/23/84 (Senior Caseworker)

REVISED: 01/15/85

03/22/85

07/01/91

04/12/96

07/26/05

REVISED: (As Intern title) 01/01/2012