

## **CASE MANAGER II**

### **DISTINGUISHING FEATURES OF THE CLASS:**

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. Supervision may be exercised over subordinate or support staff. Travel in the course of a workday may be required.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are 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.

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;

### **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

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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.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) Master's degree in social work;
- OR: (B) Master's degree in a human service field and one (1) year of full-time paid work experience in social casework in a public or private social agency adhering to acceptable standards;
- OR: (C) Bachelor's degree and two (2) years of full-time paid work experience in social casework with a public or private social agency adhering to acceptable standards;
- OR: (D) An equivalent combination of education, training and experience between the limits of (A), (B) and (C) above.

**PROMOTION QUALIFICATIONS:**

Candidates must be permanently employed by the County of Dutchess for a period of six (6) months in the competitive class, or in the non-competitive class under NYS Civil Service Law Section 55-a, and must meet the open competitive minimum qualifications.

**NOTE:**

Social casework is defined as employment in a position that is responsible for the professional assessment of the needs of clients and the ongoing responsibility for arranging, coordinating, monitoring and advocating for appropriate services to specifically meet those needs. Within the Department of Community and Family Services this would include the job titles of Case Manager I and Social Welfare Specialist.

**SPECIAL REQUIREMENT:**

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application, and to maintain the position.

HU5203

ADOPTED: 07/23/84 (Senior Caseworker)

REVISED: 01/15/85

03/22/85

07/01/91

04/12/96

07/26/05

01/13/17

03/31/17

03/11/19