

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: NON-COMPETITIVE APPROVED NYSCSC 10/15/2025
APPROVED: OCTOBER 21, 2024

LEAD HOME MANAGEMENT WORKER

DISTINGUISHING FEATURES OF THE CLASS: The incumbent schedules the transportation of clients to visitations and other appointments and assists with the scheduling of employee vehicle requests. When necessary, the incumbent will operate a county-owned vehicle to transport clients and informs passengers about safety practices. Work is performed according to prescribed procedures under the direct supervision of the Transportation Project Coordinator. The incumbent is not responsible for supervising Home Management Workers. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Schedules the transportation of adults and/or children to court mandated visitations, school, and other appointments;
2. Assists with scheduling employee vehicle requests;
3. Collaborates with caseworkers to determine client needs in order to ensure appropriate transportation;
4. Responds daily to phone requests for information;
5. May operate a county-owned vehicle to transport clients and ensures passenger safety;
6. Informs passengers about safety practices;
7. Maintains records and generates reports;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the geography of the county and the available transportation providers; good knowledge of driving safety practices and traffic laws and regulations; working knowledge of modern software applications; skill in the use of modern office software applications; ability to plan and schedule the work of others; ability to maintain effective working relationships; ability to communicate effectively verbally and in writing; ability to operate a motor vehicle under difficult driving and road conditions; ability to instruct passengers in safety practices; ability to understand and follow oral and written directions; ability to prepare and maintain records and reports; ability to work independently; initiative, resourcefulness and dependability; discretion; tact; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Three (3) years of permanent non-competitive status as a Home Management Worker immediately preceding the date of exam.

OPEN COMPETITIVE: Graduation from high school or possession of an equivalency diploma **and** one (1) year of clerical experience maintaining computerized records.

SPECIAL REQUIREMENT:

Possession of a valid New York State Motor Vehicle License at time of appointment and for the duration of employment.