

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: JANUARY 13, 2025

CASE MANAGER – SENIOR SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for guiding elderly people and their families through the service system. The work includes providing information and assistance; performing pre-screening (or intake) functions; and assessing financial, health, mental health and socio-emotional strengths and deficits in order to develop and implement case plans. Services are provided to avoid unnecessary institutionalization of elderly residents of Niagara County. Work is performed under the general supervision of the Director with leeway allowed for the exercise of independent judgment in accordance with established laws, rules, and policies. Supervision may be exercised over lower ranking employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Provides information and assistance on services to the elderly, their families and other service providers on the telephone, in person, and through community forums;
2. Screens calls at the point of intake to determine the need for case management services;
3. Assesses elderly clients in their homes and develops a case plan to meet needs;
4. Maintains client database in required software;
5. Implements case plan and revises it as necessary;
6. Advocates on behalf of clients with formal and informal support systems;
7. Attends meetings and case conferences with other agencies relating to the provision of services to the elderly;
8. Assesses clients for home health care services and monitors appropriateness of care;
9. Maintains daily activity sheets, case records, and other documentation, submitting written reports as required;
10. Generates and responds to correspondence, using appropriate software;
11. Consults with supervision on difficult cases;
12. May enter various courts to represent the client, thereby protecting his/her person and/or property;
13. May be involved in the planning and implementation of formal or informal financial management for the elderly;
14. Intervenes in crisis situations, including medical, environmental, mental health, and utility emergencies;
15. May assist with transportation of elderly clients, including use of agency vehicles, in an emergency or occasional situation;
16. Collaborates with community partners to develop services for caregivers and older adults;
17. Maintains records and reports, compiles and analyzes data, and generates reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of current principles, practices and techniques of social work and case management; good knowledge of the principles of social work as related to the elderly; good knowledge of and ability to maintain relationships with agencies, hospitals, health care providers, clients and caregivers; good knowledge of reporting measures; skill in interviewing techniques; ability to establish and maintain relationships with elderly clients, families, service providers and community partners; ability to interview, assess, establish and implement case plans on behalf of elderly clients; ability to use networked computing, word processing, and database software and electronic communications systems at an acceptable rate of speed and accuracy; ability to compile information and prepare and maintain reports and records; initiative; dependability; tact and courtesy; resourcefulness; sound professional judgment; physically capable of performing the essential functions of the position with or without reasonable accommodation.

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CASE MANAGER – SENIOR SERVICES CONTINUED

MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS:

Two (2) years of permanent competitive status as a Senior Aging Services Aide or four (4) years of non-competitive full-time status as an Aging Services Aide in the Niagara County Office for the Aging immediately preceding the date of written examination.

OPEN COMPETITIVE:

1. Graduation with a Bachelor's Degree in one of the following areas: Social Work; Counseling; Psychology; Disability Studies; or Human Services; **OR**
2. Graduation with a Bachelor's Degree **AND** two (2) years of full-time paid case management experience in a human services agency which served an adult population; **OR**
3. Graduation from high school or possession of an equivalency diploma **AND** four (4) years of full-time paid case management experience in a human services agency which served an adult population.

NOTE:

1. Degrees 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.
2. Social Services Worker and Employment & Training Counselor experience is not considered case management and cannot be used to qualify.

SPECIAL REQUIREMENTS: Possession of a valid driver's license at time of appointment and throughout the duration of employment.