

DEPARTMENT:
CLASSIFICATION:
APPROVED:

SOCIAL SERVICES
COMPETITIVE
JANUARY 27, 2022

SENIOR EMPLOYMENT CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position responsible for the conduct and the performance of duties of a public assistance program, coordination of employment activities, and contractual agreements related to employability. The incumbent establishes procedures for and supervises subordinates in interpreting benefit levels, in appropriate employment activities, and decisions made as it relates to the career goals and employment planning for recipients on Public Assistance and those transitioning off assistance. This position differs from the supervisory level titles in the Social Services Worker series since the incumbent also ensures the assessment of need and the availability of, referral to, and delivery of supportive social and employment services. Conversely, the title differs from supervisory levels of the Caseworker series due to the eligibility and income maintenance knowledge under the public assistance program and the career focus that will enable the recipient to achieve self-sufficiency. The incumbent receives general direction from the Director of Eligibility and is allowed wide latitude for the exercise of independent judgment in accordance with the goals, requirements and guidelines of the case management component in public assistance. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists in the formulation of local policies and programs as they relate to eligibility for supportive services and employment program activities administered by the local Social Services District;
2. Interprets Federal, State and local laws and policies as they relate to eligibility for supportive services and employment program activities and establishes and implements operations processes and procedures;
3. Reviews program participant status reports and reviews case records to identify employable participants; targets those which, although presently not employed, may become employed in the future if they received certain services needed to address their barriers to employment;
4. Reviews various reports related to the employability and participation of recipients as required to meet specific goals set by Federal and State agencies;
5. Develops and reviews various reports created by subordinate staff related to housing, employment, domestic violence and minors applying for benefits;
6. Supervises staff in determining the appropriate services required to enable the participant to prioritize their goals, meet their needs within their budget, and providing supporting social and/or employment services as may be necessary and to ensure the clients' participation requirements are met;
7. Assigns work, establishes necessary controls for determining staff performance, reviews and evaluates performance of subordinates;
8. Collaborates with internal units and community agencies for the provision of support services;
9. Serves as the agency liaison to State Department of Social Services for activities related to self-sufficiency assistance provided to program participants;
10. Monitors the completion and compilation of statistical and report data and assists in the preparation of reports as required;
11. Maintains the records of staff as required for payroll procedures, such as time sheets, leave request forms, etc.;
12. Attends required meetings and conferences.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of the goals, guidelines and application of case management services; good knowledge of Federal, State and local Social Services Laws, regulations and programs as they affect eligibility for financial assistance and employment activities; good knowledge of the principles and practices of social casework; good knowledge of community services delivery agencies and employment opportunities in the community; good knowledge of the local labor market, training and assessment techniques; supervisory skills; good verbal and written communication skills; ability to supervise and evaluate program and workers' performance; ability to read and interpret moderately complex written material; ability to establish and maintain personal relationships; good power of observation; ability to compile data and prepare reports; tact; initiative; good judgment; emotional maturity; physical condition commensurate with the demands of the position.

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SENIOR EMPLOYMENT CASE MANAGER CONTINUED

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

One (1) year of permanent competitive status as a Case Manager (Social Services), Employment Case Manager, Employment Specialist, or Principal Social Services Worker in the Niagara County Department of Social Services immediately preceding the date of examination.

OPEN COMPETITIVE:

Graduation from high school or possession of an equivalency diploma

- AND:** 1. Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in social work, human services, humanities and social science, behavioral sciences, education, business administration, financial administration, or a closely related field and two (2) years full-time paid experience in *social casework; or the determination of eligibility for programs providing financial assistance or the provision of employment activities, including one (1) year of experience in a supervisory capacity;
- OR:** 2. Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in social work, human services, humanities and social science, behavioral sciences, education, business administration, financial administration, or a closely related field and four (4) years of full-time paid experience in social casework; or the determination of eligibility for programs providing financial assistance or the provision of employment activities, including one (1) year of experience in a supervisory capacity;
OR
3. Six (6) years of full-time paid experience in social casework; or the determination of eligibility for programs providing financial assistance or the provision of employment activities, including one (1) year of experience in a supervisory capacity

NOTE: Graduate level education in one (1) of the fields listed above may be substituted for the required experience on a year for year basis with the exception of experience in a supervisory capacity.

***SOCIAL CASEWORK:** Social Casework involving the one-to-one interaction with a client in order to actively facilitate the identification of client needs and goals through the interview process, as well as the identification and use of services available in the agency or the community to meet those needs and goals. The goal of the social casework intervention is to improve the overall general welfare of the individual and, hence, the society as a whole.