

BOCES CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for providing case management to clients participating in a BOCES program. The incumbent assesses the needs of clients and acts as a liaison between community agencies, programs and clients. The work is performed under the supervision of professional and/ or administrative staff. Supervision may be exercised over the work of subordinate staff. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Assesses, trains and/ or screens clients to determine needs;

Refers to clients to available services and/ or community agencies to meet their needs;

Provides individual and/ or group counseling sessions to clients relative to educational options, career exploration, self awareness, life skills, etc.;

Monitors progress of clients to ensure that services are appropriate and effective;

Compiles information and prepares written reports in consultation with professional staff;

Attends meetings, conferences and seminars as needed;

May assist in developing educational materials and plans for implementation of a training program;

May assist in the development and presentation of workshops;

May participate in developing grant proposals.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of interviewing and assessment techniques; good knowledge of techniques utilized in counseling; good knowledge of available community agencies and resources; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; initiative; tact and courtesy; a high degree of confidentiality; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Possession of a Master's Degree in Education, Counseling or closely related field; **OR**

B. Possession of a Bachelor's Degree in Education, Counseling or closely related field and one year of full-time paid, or its' part-time equivalent, experience providing counseling services.

BOCES Case Manager
ULSTER COUNTY
9820 BOCE CS MG
Classification: Competitive
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Adopted: July 17, 1995

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