

Jurisdiction: Ithaca Housing Authority
Jurisdictional Class: Competitive
Adopted: 02/17/98
Revised: 09/07/22

FAMILY SELF-SUFFICIENCY PROGRAM CASE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing case management services to participants in the Family Self-Sufficiency Program to help them move toward self-sufficiency and achieve their program goals. The Case Manager also provides outreach services to prospective program participants. The work is performed under the general supervision of the Family Self-Sufficiency Program Coordinator in accordance with program goals and regulations. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides case management services to assist program participants in achieving interim steps to self-sufficiency;

Assists program participants in writing their service plans and setting program and family goals;

Assists program participants in accessing appropriate public or private community agencies to obtain specialized types of assistance;

Provides counseling in life skills areas including parenting, employment, education, financial management, public assistance, food stamps, medicaid, nutrition, etc;

Establishes effective relationships with participating families to assist them in achieving program and family goals;

Identifies the need for services through in-depth discussions with clients;

Identifies impediments to progress;

Evaluates program participants for level of motivation;

Conducts outreach and orientation to prospective FSS families;

Makes necessary inter/intra-agency contacts on behalf of FSS families;

Maintains a liaison with various individual agencies to which program participants can be referred for services;

Assists in the preparation and maintenance of assessments, case records, activity reports, progress reports; etc.

Prepares a variety of records and reports as necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS: Good knowledge of the characteristics, needs and interests of public housing residents; good knowledge of federal, state and local housing regulations as applied to the Family Self-Sufficiency Program; good knowledge of accepted case management and interviewing techniques; good knowledge of community agencies, facilities and services which can be utilized to aid residents; ability to plan and organize activities and services; ability to communicate effectively, both orally and in writing; ability to establish comfortable and effective relationships with others; ability to secure the cooperation of others; initiative and resourcefulness; tact; courtesy; sensitivity to the needs of residents; ability to maintain confidentiality; physical condition commensurate with the demand of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's degree in psychology, sociology, social services, human services, education or a closely related field with similar course curriculum; or
- B. Graduation from high school or possession of a high school equivalency diploma and four years of full-time paid experience, or its part-time or verifiable volunteer equivalent, working in human services in a capacity involving the provision of direct services to clientele; or
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Note: College 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 and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

SPECIAL REQUIREMENT: Possession of a valid NYS Class D driver's license at the time of appointment and maintenance of said license for the duration of employment.