

Jurisdiction: Ithaca Housing Authority  
Jurisdictional Class: Competitive  
Adopted: 04/12/99  
Revised: 07/02/08, 09/15/10, 09/07/22

## **CASE MANAGER FOR THE ELDERLY AND DISABLED**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for providing support services for the elderly and disabled residents of Titus Towers, enabling them to extend and enrich independent living. The incumbent also provides formal casework management for residents when appropriate, and conducts agency outreach efforts. The work is performed under the general supervision of the Coordinator of the Department of Community Services in accordance with program goals and regulations. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides general case management and referral services to all residents needing such assistance;  
Provides formal case management for residents when necessary and appropriate;  
Establishes links with appropriate agencies and service providers in the community, to assure flexible and creative services for residents;  
Refers residents to appropriate service providers;  
Educates residents on service availability, application procedures, client rights, etc., providing advocacy as appropriate;  
Monitors the ongoing provision of services from community agencies and keeps track of progress of the individual; manages the provision of supportive services where appropriate; provides communication with all appropriate persons and agencies;  
Helps residents build informal support networks with other residents, family and friends;  
Acts as a liaison between the elderly and disabled residents and the Ithaca Housing Authority;  
Keeps accurate records of visits with elderly and disabled residents; documents progress toward goals;  
Prepares necessary correspondence, forms, documentation, reports, etc.; files documents, reports and records as appropriate;  
Handles telephone calls and correspondence to facilitate Ithaca Housing Authority's outreach and services to the elderly and disabled residents;  
Makes necessary inter/intra-agency contacts on behalf of elderly and disabled residents;  
May educate other staff on issues related to aging, to help them work with and assist the residents;  
May develop case plans in coordination with community assessment services;  
May work with and consult with tenant organizations where appropriate;

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Good knowledge of the characteristics, needs, issues and interests of public housing residents, particularly the elderly and persons with disabilities; good knowledge of community agencies, facilities and services which can be utilized to aid residents; good knowledge of accepted case management techniques; good knowledge of federal, state and local housing regulations as they apply to agency programs; working knowledge of mental health issues and drug and alcohol abuse by the elderly and persons with disabilities; 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; resourcefulness; tact; courtesy; sensitivity to the needs of residents; ability to maintain confidentiality; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A Possession of a Bachelor's degree in psychology, sociology, human services, gerontology, social work, counseling, education or a closely related field with similar course curriculum; or
- B Possession of an Associate's degree in psychology, sociology, human services, gerontology, social work, counseling, education or a closely related field with similar course curriculum and two (2) years of full-time paid human services experience, or its part-time and/or volunteer equivalent, involving the provision of direct services to clientele; or
- C Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid human services experience, or its part-time and/or volunteer equivalent, involving the provision of direct services to clientele; or
- D An equivalent combination of training and experience as defined by the limits of (A), (B), and (C) 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 New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.