

Please Post Conspicuously

OTSEGO COUNTY HAS THE FOLLOWING VACANCY:

Department of Social Services

Senior Case Manager

\$53,378 - \$63,233

DATED: March 9, 2026

LAST DAY FOR FILING: March 20, 2026

EOE

DISTINGUISHING FEATURES OF THE CLASS: The Senior Case Manager is responsible for providing direct supervision to subordinate staff in supporting individuals and families as they navigate the complexities involved in finding and maintaining stable housing. It involves a blend of advocacy, direct assistance, and community resource coordination to address the diverse needs of clients, including those at risk of homelessness or transitioning from homelessness to permanent housing. The Senior Case Manager will support subordinate staff working with clients on premises or in the field to secure information needed for use in formulating an individual living plan, and connecting clients with appropriate services. The incumbent will work with other providers and agencies to ensure that each individual or family has the tools and support services necessary to achieve housing stability and improve their overall quality of life. The Senior Case Manager provides direct supervision over Case Managers and Casework Aides. Work is performed under the direct supervision of the Human Services Facilitator. Performs other related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Provides direct supervision to subordinate staff that are assessing and formulating independent Living Plans and follows through until case resolution as well as manage work organization plans;
- Coordinate and implement the use of the on-site community center to provide commonly needed services and activities that promote healthy independent lifestyles by establishing and maintaining event calendar to offer services to temporarily housed on-site clients and DSS approved individuals in need of education, training and/or support;
- Review cases as required and/or as needed to determine changes in client situation affecting the need for services and to provide case conferences with Case Managers;
- Develops subordinates to focus on goals of their program area within rules, regulations and timeframes, and philosophies as trained by State offices;
- Reviews the interviews of applicants and case referrals to assess needs for supervision or services;
- Reviews ongoing cases as required and/or as needed for safety planning to determine changes in client situations affecting the need for services;
- Maintains a strong liaison role with all providers of housing to include strengthening relationships with landlords and family/friend resources of clients through various means of communication, in order to secure affordable and suitable housing and other services;
- Develops procedures with community agencies to provide the most efficient and supportive services to individuals in need;
- Monitors and evaluates the effectiveness of housing placements and services, making adjustments to plans as necessary to meet clients' needs;
- Provide crisis intervention services as needed to address immediate housing emergencies;
- Ensure agency housing is maintained and available for on-going use;
- Conduct motel/hotel inspections as required by OTDA;
- May require the use of PC or similar equipment to prepare case files, etc;
- Performs related duties as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of federal state, and local public welfare laws and programs, good analytical and observation skills; good organizational skills, ability to be sensitive to the reactions of others; ability to enter case notes and other original source documents in PC or similar computer equipment; ability to provide timely supportive documentation; ability to establish and maintain effective working relationships with clients, children, co-workers and community agencies; ability to connect clients with immediate resources and support services when needed; ability to operate a personal computer; ability to communicate effectively both orally and in writing; ability to organize and maintain accurate

records and files; ability to be tactful and resourceful; ability to exhibit emotional maturity; ability to exercise good judgment.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma; AND

- (a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree or higher in Human Services, Social Work or a related field and one (1) year of full-time work experience or its part-time equivalent providing support services to clients in a public or private agency; OR
- (b) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree or higher and two (2) years of full-time work experience or its part-time equivalent as defined in (a); OR
- (c) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in Human Services and three (3) years of full-time work experience or its part-time equivalent as defined in (a); OR
- (d) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree and four (4) years of full-time work experience or its part-time equivalent as defined in (a).

NOTES:

- 1. For purposes of qualifying for this title, "human services field" includes psychology, sociology, child or family services work.
- 2. Successful completion of coursework in human services, or a closely related field at a regionally accredited college or university, or one accredited by the New York State Board of Regents to grant degrees, may be substituted for the required experience with three (3) semester credit hours of related coursework as indicated above being equivalent to three (3) months of experience, for up to half of the required full-time experience or its part-time equivalent, if such experience is not counted as part of the educational requirement.

SPECIAL REQUIREMENTS: A valid New York State driver's license and acceptable driving record is required at time of appointment and must be maintained during employment; or must be able to satisfy the travel requirements of the position throughout employment.

Applicants will be required to undergo a New York State background check through the Justice Center and State Central Registry for child abuse and neglect to determine suitability for appointment. Failure to meet the standards for the background check may result in disqualification.

CLASSIFICATION: Competitive

Applications available at the Otsego County Personnel/Civil Service Department, 183 Main Street, Cooperstown, NY 13326 or online at www.otsegocountyny.gov