

OTSEGO COUNTY HAS THE FOLLOWING VACANCY:

Department of Social Services

Case Manager

\$48,825 - \$57,715

DATED: July 23, 2026

LAST DAY FOR FILING: August 6, 2026

EOE

DISTINGUISHING FEATURES OF THE CLASS: This position plays an integral role 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 Case Manager will work 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, working 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. Work is performed under the direct supervision of a Senior Case Manager and the Director of Housing and Adult Protective Services. Supervision of others is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assess individual and family needs including healthcare, employment, education, financial, food, and clothing, to develop individual living plans;
- Assess the level of care/housing services needed and make housing referrals as appropriate;
- Studies the background and need for care of children and adults referred, securing information from the individual, the family, relatives, schools, churches, family courts and other agencies for use in formulating an individual living plan;
- 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;
- Identifies the need for various services through in-depth discussions with clients;
- Establishes a relationship with individuals and families to persuade them to avail themselves to recommended social services;
- Provides case management to clients that support forward progress on goals aligned with their individual living plans;
- Develops and maintains partnerships with various community agencies to support individuals and families various needs such as healthcare, employment, education, financial, food, shelter, and clothing, to which they can be referred for services;
- Works closely with other staff such as Casework Aides in carrying out the plan for services;
- 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;
- May require the use of a PC or similar equipment to prepare case files, etc.
- Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: Working 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; 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 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
- (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 two (2) years of full-time work experience or its part-time equivalent providing support services to clients in a public or private agency; 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 three (3) years of full-time work experience or its part-time equivalent providing support services to clients in a public or private agency.

NOTES:

- 1. For purposes of qualifying for this title, "human services field" includes psychology, sociology, child or family services work. Qualifying experience includes providing support services to clients in a public or private agency by assisting clients with their basic needs such as transportation, housing, food, and/or connecting clients with appropriate services.
- 2. Successful completion of coursework in human services, or a closely related field from 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