

CASE MANAGER **(Public Health)**

Distinguishing Features of the Class: The incumbent performs case management activities for children with special health care needs. Case management functions are determined by the child's family's circumstances and therefore, are determined specifically in each case and with the family's involvement. The work involves assisting families to identify and obtain available and appropriate services as well as conduct intake assessment and referral activities. Does related work, as required.

Typical Work Activities:

- Manages case work activities through home visits, telephone calls and fostering and maintaining good working relationships through written and verbal means with families, medical, health, social services and community agencies that are involved in the care of infants and toddlers to ensure that the infants and toddlers with developmental delays or disabilities received the range of appropriate services to meet the client's needs;
- Ensure continuity and quality of services for infants and toddlers with developmental delays or disabilities and their families through facilitating and /or participating in the development and review of the Individual Family Service Plan (IFSP) that reflects the family's priorities, concerns and resources;
- Maintains and submits activity reports, case records and other documentation as requested and required by County, State and Federal policies, laws and regulations pertaining to the Early Intervention Program;
- Seeks, coordinates and monitors the provision of early intervention and other community services that the infants and toddler with developmental delays or disabilities needs or is receiving that benefit their development for the duration of the child's eligibility;
- Assists families with the transition process of moving from the Early Intervention Program into the Preschool Supportive Health Services program;
- Coordinates scheduling and receiving of screening and multidisciplinary evaluations for infants and toddlers suspected of having developmental delays or disabilities;
- Informs families of the rights afforded to them by Federal and State Law and the availability of advocacy services under the Early Intervention Program;
- Attends meetings, in-service programs and training and keeps informed on the latest developments.

Full Performance Knowledge, Skills, Abilities and/or Personal Characteristics:

- Thorough knowledge of community facilities and outreach services;
- Thorough knowledge of pediatric development;
- Ability to recommend services commensurate with a child's development level;
- Ability to plan and coordinate services case for individuals and families;
- Ability to communicate effectively;
- Ability to establish and maintain cooperative working relationships;
- Ability to accept and utilize guidance;
- Physical condition commensurate with the demands of the position.

Case Manager (Public Health)**MINIMUM QUALIFICATIONS: EITHER:**

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in human services, psychology, sociology, education, counseling or a closely related field; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree with 18 credit hours in psychology, sociology, education, counseling, or human services related courses and one (1) year equivalent paid or volunteer experience in a human service setting involving client contact; **OR**
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate Degree in human services, psychology, sociology, education, counseling, or a closely related field, and two (2) years equivalent paid or volunteer experience in a human service setting involving client contact; **OR**
- (D) Graduation from a regionally accredited or New York State registered college or university with an associate degree with 18 credit hours in psychology, sociology, education, counseling, or human services related courses and three (3) years equivalent paid or volunteer experience in a human service setting involving client contact.

Special Requirements: Possession of a valid New York State driver's license appropriate to the vehicles operated for the duration of the appointment or otherwise demonstrates their ability to meet the transportation needs of the job at the time of appointment.

07/31/1995

12/07/2004

03/02/2016

CLASS: COMPETITIVE