



Department of Social Services-Economic Security

John H. Mulroy Civic Center 421 Montgomery St. Syracuse, NY 13202

Child Support • Child Care • Fair Hearings • Investigations • HEAP • Medicaid • SNAP • Systems • TA Employment • Temporary Assistance

Social Services – Case Manager

This case manager position and job description is specifically for the Department of Social Services- Economic Security. The qualified candidate will provide immediate, short term, solution focused case management activities to families including but not limited to, phone and/or person to person contact/interviews, triage homeless crisis situations, assistance with referrals to appropriate service providers and coordination with community agencies. This person will work directly with the TA eligibility staff that are in the DSS-ES Housing Unit. This person will also work side by side with our contracted housing and shelter case management teams.

Salary: Starting Salary is \$60,888

Hours of Work: 35 hours per week, Monday – Friday, 7 hour/day – 8:30am to 4pm

Typical Work Activities

- Provide support and respond to crises face to face, in the moment, that present to DSS-ES with housing/homeless situations.
- Provide DSS-ES homeless clients with the necessary supports to enable them to build effective relationships with community partners that can support them, specifically including ensuring that contact is made between the client and the DSS-ES contracted shelter case management team.
- Engage with children and families in a solution focused and strengths -based manner.
- Assist the TA Intake Eligibility Housing Unit in obtaining the appropriate documentation to determine if client may be eligible or able to apply for housing assistance/rental subsidies.
- Monitor progress for families after the initial contact, to ensure they are in a safe place and connected to service providers. This includes site visits to hotels to check in with families and also ensure hotel rules are being followed.
- Ability to set limits and boundaries that maintain the helping role of a case manager and assist others with setting healthy boundaries.
- Conduct home visits as needed, which will include visits to the shelters/hotels.
- Participate in case conferences/team meetings/reviews as needed.
- Maintain client case files and statistical accountability. Provide clear and concise individual case narratives, referrals, summaries, and other reports.
- Actively participate in staff meetings, supervision, professional and in-service training sessions
- All other duties related to casework management for individuals and families that report to DSS-ES with housing crisis.

Need to Submit When Applying:

- ✓ Completed General Application Form
- ✓ Completed Resume
- ✓ Cover Letter (Optional)