

**COUNTY OF ORANGE
MUNICIPAL/SCHOOL
JOB CLASSIFICATION SPECIFICATION**

CLASS TITLE: CASE MANAGER (BOCES) (SPANISH/ENGLISH SPEAKING)

TITLE #: 1131

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for planning, coordinating and supervising the activities of participants enrolled in the adult education program administered through Orange-Ulster BOCES, who are seeking guidance on career skills and employability. The incumbent will work with the Orange County Employment and Training Administration, Department of Social Services as well as the New York State Department of Labor to coordinate services to enable the participant to access supportive services necessary to become economically self-sufficient. Incumbents must be fluent in both English and conversational Spanish in order to provide services to participants who may be Spanish speaking. Incumbent may be required to work a flexible schedule to accommodate the various work site schedules. Work is performed under general supervision with leeway for independently carrying out the duties of the position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews potential participants to determine eligibility and suitability for various programs sponsored by the Orange County Employment and Training Administration;

Approves, monitors and oversees participants in various programs and activities; provides assistance to participants, including referral to other agencies, placement and placement in training programs and/or supportive services;

Participates in informational meetings with clients and/or agencies or service providers regarding training efforts and employment opportunities in the community;

Counsels individual participants to motivate, reinforce and develop a solid work ethic and to achieve realistic occupational goals;

Maintains participant program records, updates individual service strategies, completes reports and compiles statistics, as required;

Acts as a liaison/facilitator between participants and on-site supervisors;

May make training related home/work site field visits to evaluate participant progress;

Utilizes common computer applications such as spreadsheets, word processing, email and database software in performing work assignments.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of general rules and regulations relating to employment programs, policies and procedures; good knowledge of interviewing and counseling principles and techniques; ability to establish and maintain effective working relationships with service providers and program participants; ability to communicate effectively both orally and in writing; ability to demonstrate a working proficiency in Spanish; ability to use common computer applications and database software; good judgment, tact and strong interpersonal skills; physical condition commensurate with demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (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; or
- (B) Graduation from a regionally accredited college or university of one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree and two (2) years of experience providing teaching support services, employment or vocational counseling or guidance counseling; or
- (C) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as described in (B) above; or
- (D) An equivalent combination of training and experience as described in (A), (B) or (C) above.

NOTE: Possess and maintain of a valid driver's license.

NOTE: Ability to speak, understand and write conversational Spanish will be evaluated during probationary period.

JURISDICTIONAL CLASSIFICATION: Competitive

UPDATED 7/25/18 dc