



CITY OF ALBANY  
HUMAN RESOURCES  
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**PLEASE POST CONSPICUOUSLY**  
April 17, 2019

TO: All City of Albany Departments & Divisions  
SUBJECT: Notice of Job Opening –

**Case Manager**  
**Youth & Workforce Services**

**The Department of Youth & Workforce** has one (1) vacancy for the position of **Case Manager** at a rate of **\$40,000/year @ 37.5 hours/week.**

Applicants must meet the requirements as outlined in the attached job description. This position is a competitive class Civil Service position that may be filled on a provisional basis pending the outcome of the Civil Service examination. The individual must meet the minimum qualifications as stated in the job description.

Anyone who is interested in applying for this job should submit an application online at **jobs.albanyny.gov** to be submitted no later than 11:59 p.m. **Wednesday, May 15, 2019.**

**EFFECTIVE 2/26/15 LOCAL LAW F – 2014**

***Section 62-1 of Chapter 62 of the Code of the City of Albany.***

*D. Residency for new employees. Except as otherwise provided by the section, the Common Council hereby establishes a residency requirement for all prospective employees of the City. Every person initially employed by the City of Albany, shall, as a qualification of employment, be or become a resident of the City of Albany within 180 days of the date of initial appointment for said City. Furthermore, employees hired after the effective date of this section shall continue to be a resident of the City of Albany throughout their employment with the City, and the failure to move into the City, shall be deemed a voluntary resignation. The City may require annual proof of residency from affected employees.*

**PLEASE POST FOR 20 (TWENTY) BUSINESS DAYS UNTIL**  
**WEDNESDAY, MAY 15, 2019**  
**An Equal Opportunity /Affirmative Action Employer**

## **CASE MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** Under general supervision of the Commissioner, the incumbent is responsible for planning, organizing, implementing and evaluating support service strategies for participants who are enrolled in the City's youth programs. The position requires close cooperation with the City's youth program directors to identify the support services needs of youth and to design strategies that respond to those needs. Implementation of these strategies ranges from direct case management of individual youth – primarily in the Albany Youth Court and Albany youth programs – to the selection and supervision of consultants and other contracted youth service providers. Evaluation of youth support strategies involves maintenance of both hard copy and computer-based case files and the preparation of summary reports. Other job responsibilities include identifying and developing community resources and linkages for case referral and developing positive relations with parents, employers, school staff and community leaders.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only) /

- Develops a system for youth intake, assessment and program referral;
- Identifies and develops community resources and linkages for case referral;
- Identifies the support services needs of youth and designs strategies that respond to those needs;
- Assists the Albany Youth Court Coordinator with case management;
- Selects and supervises consultants and other contracted youth service providers;
- Evaluates youth support strategies involving maintenance of both hard copy and computer-based case files;
- Develops positive relations with parents, employers, school staff and community leaders;
- Prepares summary reports on the number of youth who dropped out of Albany youth programs and recommends retention strategies;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of both the human services profession and the developmental needs of youth;
- Good knowledge of personal computers and office equipment;
- Skills in collecting, organizing, analyzing and interpreting data and information;

- Ability to express oneself effectively both orally and in writing;
- Ability to understand oral and written directions;
- Ability to maintain orderly case files and to prepare summary reports;
- Ability to establish and maintain a working relationship with co-workers, clients, agencies and the community at large;
- Tact;
- Courtesy;
- Good judgment;
- Thoroughness;
- Dependability;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's Degree in Human Services or related field; **OR**
- (b) Graduation from a regionally accredited or New York State registered college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Human Services or related field and two (2) years of fulltime paid experience in case management and service delivery design; **OR**
- (c) Graduation from a regionally accredited or New York State registered college or university or one accredited by the New York State Board of Regents to grant degrees with a Associate's Degree in Human Services or related field and four (4) years of fulltime paid experience in case management and service delivery design; **OR**
- (d) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

Revised:  
3/25/15  
3/27/19