

## **TOWN OF ROCKY HILL JOB POSTING**

**(This is an advertisement. Please contact Human Resources for a detailed job description and qualifications.)**

### **DEPARTMENT OF HUMAN SERVICES**

### **CASE MANAGER**

The Town of Rocky Hill is seeking human service workers who are qualified to provide professional casework activities in providing public assistance services available from the Department of Human Services as well as auxiliary state, local and federal programs. Applicants must demonstrate proficiency in the following areas:

1. Ability to understand human systems;
2. Ability to understand the conditions which promote or limit optimal functioning and classes of deviations from desired functioning in the major human systems;
3. Ability to identify and select interventions which promote growth and goal attainment;
4. Ability to plan, implement and evaluate interventions;
5. Consistent behavior in selecting interventions which are congruent with the values of one's self, clients, the employing organization and the Human Service profession; and
6. Ability to plan and implement services.

The Case Manager will also serve as the Municipal Agent for the Elderly. Anticipated work schedule of 8 – 16 hours per week, with possibility of additional hours based on business needs. Compensation will be commensurate with education and experience, ranging from \$22.00 to \$25.00 per hour.

Terms and conditions of this part-time, non-bargaining position are governed by the Personnel Rules which may be viewed at:

[http://cms.revize.com/revize/rockyhill/Personnel\\_Rules\(original\).pdf](http://cms.revize.com/revize/rockyhill/Personnel_Rules(original).pdf)

Completed applications must be submitted to the Department of Human Resources, via electronic mail to Camille Gilbert ([cgilbert@rockyhillct.gov](mailto:cgilbert@rockyhillct.gov)) and must include: 1) a resume; 2) a letter of interest that clearly demonstrates how the applicant meets the qualifications and states salary requirements; and 3) a completed Town of Rocky Hill employment application. Questions regarding this search should be directed to Camille Gilbert. Applications will be accepted until position is filled.

**Town of Rocky Hill  
Job Description**

**POSITION:** Case Manager  
**DEPARTMENT:** Human Services  
**REPORTS TO:** Director of Human Services  
**SUPERVISES:** None  
**BARGAINING UNIT:** Non-bargaining

**Summary of Responsibility:**

Under the direction of the Director of Human Services, this position performs professional casework activities, providing public assistance services available from the Department of Human Services as well as auxiliary state, local and federal programs. The Case Manager also serves as the Municipal Agent for the Elderly. Job duties do not include counseling.

**Essential Functions:**

**Case Manager**

- Explains eligibility criteria and requirements for public assistance programs.
- Collects customer data and determines eligibility.
- Discusses the customer's goals and participation levels.
- Assesses the customer's skills and evaluates their ability to obtain and retain employment.
- Makes appropriate referrals to other programs, state services or local private services to verify customer received available benefits.
- Completes case documentation, responds to electronic correspondence and makes entries into automated computer systems.
- Ability to understand the nature of human systems.
- Ability to understand the conditions which promote or limit optimal functioning and classes of deviations from desired functioning in the major human systems.
- Ability to identify and select interventions which promote growth and goal attainment.
- Ability to plan, implement and evaluate interventions.
- Consistent behavior in selecting interventions which are congruent with the values of one's self, clients, the employing organization and the Human Service profession.
- Ability to plan and implement services.
- Initiates research and engages in continuing education to update knowledge of the profession/industry, and stays abreast of current trends and methods of providing services and performing work.
- Performs other job duties as assigned.

**Municipal Agent for the Elderly**

- Research and gather information regarding various federal and state programs for the elderly such as: Medicare, Medicaid, Social Security, SNAP program (Food

Stamps), fuel assistant and several other available programs and services. Provide such information to elderly Town residents as needed.

- The Municipal Agent for the Elderly must attend at least one Connecticut Department of Social Services; Elderly Services Division sponsored training session annually.
- This position must publicize information on various elderly resources and benefits within the Town.
- Develop and present a report annually of information on needs and problems/challenges of elders identified in the Town to Town officials. Distributes report to the Connecticut Department of Social Services; Elderly Services Division.
- Maintain confidential records of all needs of elderly citizens and the services provided.
- Assists with special projects and performs other duties as required.

Note: The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.

#### **Qualifications and Competencies:**

1. Bachelor's degree in psychology, sociology/anthropology, social welfare, geriatric studies or a closely related field.
2. Requires at least one (1) year of professional casework or crisis intervention experience in a social welfare agency or successful completion of an agency-sponsored training program.
3. Significant experience in serving and interacting with the elderly.
4. Demonstrated success and prior experience with federal and state programs designed to benefit the elderly and the public.
5. Requires ability to operate commonly used manual and automated office equipment including copier, fax machine and personal computer.
6. Understanding of and sensitivity to ethnic, racial and multicultural issues.
7. Ability to work closely with others.
8. Good interpersonal and communication skills.
9. Ability to quickly develop a rapport with clients and other stakeholders.
10. Highly effective at managing multiple tasks and projects with competing priorities.

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Must be able to perform continuous bending, twisting, stooping, reaching and lifting of moderate to heavy weight material up to 25 lbs.
2. Is required to have the dexterity to operate and control tools and equipment required within the essential functions. Including the use of hands to handle, feel or operate objects, tools or controls; and reach with hands and arms;

3. Vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus;
4. Able to sit and/or stand for prolonged periods of time;
5. Able to perform in a work environment that is quiet to noisy depending on the task or equipment being used.
6. Must be able to hear normal sounds with background noise, distinguish voice patterns and communicate clearly with speech as in using a telephone or providing group training.

The Town of Rocky Hill is an EEO/AA employer and complies with ADA guidelines.