



Caseworker

REPORTS TO: Director of Programs

Classification: Non-Exempt - Full Time

JOB DESCRIPTION:

The position provides client assessments and advocacy to individuals and families in crisis, evaluating needs with reference to the assistance requested (such as help with food, rent/mortgage, utilities, education and referral). Ensuring services are delivered with dignity and compassion, S/He provides resources and guidance to self-sufficiency, empowering clients to be involved in their own planning and goal setting. In addition to general funding, this position qualifies and administers grant funding to approved clientele, ensuring adherence to grant requirements.

Principal Responsibilities:

Under limited supervision and decision-making:

- Treat all clients, visitors and employees with care, kindness, respect and dignity
- Answer all incoming calls and direct to the appropriate personnel or department
- Complete an initial needs assessment and act upon critical needs appropriately and immediately
- Screen, assist and guide the applicant through the application process
- Refer clients to appropriate resources to assist with meeting goals
- Communicate with vendors, including utility companies, landlords/apartment complexes, and agencies for financial assistance
- Enter new and current client information and documentation of all communication into CRM, create/update client files, and make copies of all required documents
- Connect and assist clients with appropriate referrals within and outside the agency
- Document and maintain all communication with or on behalf of the client into CRM
- Qualify clients and administer funding (including grant funding) while observing funding agency regulations and policies
- Coordinate volunteer activities and schedules, as needed
- Assist department with copying, scanning, receiving and sending facsimile, and filing client documents
- Actively participate in team review of records and cases
- Work in collaboration with program and agency staff to facilitate a team environment
- Demonstrate effective communication skills in building relationships with all employees and clients
- Substitute for other staff when need arises
- Maintain availability to work evenings and weekends, when required
- Perform other job-related duties as assigned, including but not limited to translations and being able to work in a cross-functional department to assist where needed



Training, Skills, Knowledge and/or Experience:

- Bachelor's degree in Social Work or related field, preferred
- Active member in a local church
- Ability to solve problems, make decisions, and resolve conflict
- Ability to fluently speak, read and understand both English and Spanish
- Computer proficiency, particularly in MS Word and MS Excel
- Excellent verbal and written communication skills
- Ability to multitask in a fast-paced environment
- Attention to detail with complete accuracy
- Strong interpersonal skills with the ability to be compassionate and firm
- Ability to build and maintain relationships
- Experience working with diverse populations, exercise empathy, make nonjudgement-based decisions and maintain strong boundaries
- Excellent time management skills

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

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

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear.