



## JOB DESCRIPTION

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**JOB TITLE:** Caseworker

**JOB CODE:** 1430

**DEPARTMENT:** Community Services/Social Services

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Manager of Social Services

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### **SUMMARY OF JOB PURPOSE**

Interviews applicants and/or recipients to determine eligibility for one of the following Programs: Transitional Housing, Family Mentoring or Employment Training through interactive interviews and fact gathering; provides guidance and counseling to clients regarding the most efficient use of program services and managing aid funds.

### **ESSENTIAL FUNCTIONS (All Areas)**

1. Assists the general public, customers, and/or county employees in person, by telephone and/or e-mail answering inquiries related to department services, programs, and records; receives complaints and attempts to resolve them; explains rules, policies, and procedures; researches questions, when appropriate, to provide accurate information; resolves issues and/or directs customers to the appropriate department for resolution.
2. Interviews clients to obtain information, determine eligibility for these Programs: interprets and explains rules and regulations governing eligibility and grants; maintains all aspects of confidentiality.
3. Assists clients in completing applications; provides factual information regarding various program regulations and procedures; identifies need for social services, and makes referrals to various agencies and community resources available; may act as an advocate for the client with other organizations; acts as liaison between other social service agencies, school districts, mental health agencies, and drug and alcohol agencies.
4. Initiates procedures to grant, modify, deny, or terminate eligibility and grants for the specific Program
5. Provides ongoing case management to families; meets with program participants on a regular basis to ensure eligibility and compliance.
6. Seeks and participates in continuing education opportunities regarding changes in mainstream services, new programs and resources, and changing trends in the welfare/social services area.
7. Creates and maintains case files; maintains accurate logs and compiles records of work performed; prepares regular and special reports as required, and submits individual recommendations for consideration by supervisor; performs a variety of other clerical duties including data entry, copying and assembling materials, collecting and distributing mail, answering phones, faxing documents, and other related tasks.

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This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



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8. Researches, writes, monitors and implements State and Federal grants for continuation and/or expansion of the Programs; develops and maintains recordkeeping systems to meet the requirements of each grant; tracks expenses from each grant and for each family assisted; participates in legislative and planning meetings as required and appropriate.
9. Travels by car to surrounding counties to evaluate client services, participate in meetings, conferences and training programs. Transports program participants to meetings, appointments, jobs, interviews, program interviews, and social opportunities as necessary

### **ESSENTIAL FUNCTIONS (Transitional Housing)**

1. Researches, writes and implements various housing assistance grants to support the program and position.
2. Initiates contact with property owners and managers to secure housing for the Transitional Housing Program participants; facilitates the transition of applicants from homelessness to permanent housing.
3. Interviews clients to obtain information, determine eligibility for the Transitional Housing Program, and assess the appropriateness of referral to other community assistance, medical or social service agencies; interprets and explains rules and regulations governing eligibility and grants, methods of payment, and legal rights to applicant or recipient; maintains all aspects of confidentiality; visits homes, and evaluates compliance and functioning of recipients to determine continuing eligibility, prepares case notes of such home visits.
4. Obtains and verifies income, assets, insurance and related information; contacts employers, banks, social security, veterans' administration and other public and private sources as necessary; records and evaluates personal and financial data obtained from applicant or recipient to determine initial or continuing eligibility, according to departmental directives.

### **ESSENTIAL FUNCTIONS (Areas of Family Mentoring)**

1. Engage the community to convene and participate in a Family Mentoring Program which is intended to assist families to transition out and stay out of poverty.
2. Interviews and assesses applicants to determine eligibility for the Family Mentoring Program. Interprets and explains rules and regulations governing eligibility, methods of payment, and legal rights to applicants and recipients of the Family Mentoring Program.
3. Recruit, train, and maintain working relations with community members and leaders to actively engage in the group support and mentoring of those families involved in the program. Facilitates the development of supportive relationships between members of all spheres of the community and the identified families to build sustained, healthy and productive life skills and habits.
4. Acts as lead in developing and maintaining a supportive, empowering culture for diverse members of the community committed to transitioning people out of poverty. Makes arrangements for childcare, meals, meeting room and transportation for weekly Leadership meetings, monthly support meetings, coalition meetings and other meetings as needed.



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5. Meets with program participants on a regular basis to ensure compliance and continued eligibility, visits homes and sites in the community to evaluate functioning and assist with problem solving/conflict resolution.

### **ESSENTIAL FUNCTIONS (Areas of Employment Training)**

1. Initiates contact with employers, educators and placement agencies to secure training and job placement for Employment Training and Job Development participants. Interviews and assesses applicants to determine eligibility for the Employment Training and Job Development Program.
2. Interprets, explains rules and regulations governing eligibility, methods of payment, and legal rights to applicants and recipients. Facilitates the transition of applicants from unemployment or underemployment to gainful, steady employment.
3. Develops and maintains ongoing working relationships with other social service agencies, employers, training and education programs. Plays a lead role in the Business Advisory Group developed to support the Employment Training and Job Development Program. Acts as liaison between the program participants and other social services agencies, employers and support agencies.
4. Meets with program participants on a regular basis to ensure compliance and continued eligibility, visits job sites and evaluates performance for continued program eligibility.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

High School Diploma, or equivalent, and three (3) year's related experience performing case management and/or training; a Bachelor's Degree in Social Work, Social Sciences, Counseling, Public Administration or other closely related field is preferred.

#### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, technical procedures, and/or governmental regulations; write reports and business correspondence; effectively present information and respond to questions from groups of managers, clients, co-workers, and the general public.

#### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to create and interpret bar graphs.

#### **REASONING ABILITY**



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Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **OTHER KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of interviewing techniques involving application of regulations and community resources; technical and social service clerical functions, business correspondence, recordable systems, and office systems; accounting and advanced clerical skills.

Ability to perform technical and professional tasks involving the use of judgment and requiring accuracy, to provide guidance and evaluate appropriate referrals; maintain confidentiality, and understand, interpret and apply appropriate rules, regulations and written directions; evaluate demands on time and arrange schedule accordingly; apply sound judgment in contacts with officials and members of the public; establish and maintain effective working relationships with public, social service agencies and government officials.

Intermediate proficiency level utilizing Microsoft Office applications including Excel, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver's License with an acceptable driving record.

### **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.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORKING ENVIRONMENT**

Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; may work under stress of deadlines. Work is also routinely provided in the community, private homes, motels, and shelters where clients may or may not be aware ahead of time the Case Manager's intent to visit. Client situations may include active domestic violence, substance abuse, illness and crisis.

**I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.**

**PRINT NAME:** \_\_\_\_\_



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SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

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