

## **JOB DESCRIPTION – Case Worker**

**Reports To:** Director of Social Services

**Position:** *Case Worker*

### **Responsibilities:**

1. The case work duties include monitoring volunteer involvement in services to clients. Provide information, consultation, guidance, and support to volunteers as they work directly with clients to meet emergency needs.
2. Reception and initiation of referral from and to other community resources. Receive telephone referrals from clients, other agencies, and church representatives. Assist volunteers in making referrals to appropriate community resources by providing current information about availability and qualifications.
3. Determination of financial assistance, and direct intervention and consultation with clients. Writes checks for financial assistance to clients and distribute VAI bus tickets. Works directly with clients exhibiting difficult behavior or having excessive needs. Identify and refer clients who need on-going special attention and intervention.
4. The incumbent will perform these duties and others as assigned at the request of the Director of Social Services to whom this position is directly responsible.
  - Assist annually with volunteer training
  - Fill in for the Director of Social Services when she's not available
  - Fill in for the Director of Social Services at De Zavala as needed
  - Make delivery and pick-ups as needed
  - Work in other Dept.'s as needed; i.e.; Front Desk, Men's Pantry, Food Pantry, Interviewer
  - H4H Birth Certificate and ID Recovery
  - Handle any volunteer issues in Vol. Coordinators absence
  - Coordinate with client pool when labor needs to be performed and we find ourselves shorthanded at that particular time
  - Assist with Annual Gala
  - Distribute sack lunch cards and monitor clients going through this process
  - Screen clients for member churches to determine eligibility for financial assistance
  - Must be able to lift 50 lbs.

**Successful candidates for this position will typically demonstrate the following qualifications or their equivalent:**

- ▶ Minimum of two years of social work experience
- ▶ Bachelor's Degree is preferred
- ▶ Driver's License
- ▶ Spanish speaking a plus
- ▶ Active participant in the Christian community