



CASE AIDE Job Description

Purpose:

The Case Aide is an entry level position for the social worker or case management field and works in collaboration with the Community Action Program team. The position assists this team to prevent homelessness and promote self-reliance through the provision of mortgage, rent, and utility assistance, crisis case management, financial coaching, and community referrals. The Case Aide will screen and identify households that are appropriate for CAP and other programs and collect and maintain documentation of services.

Supervision Received and Exercised:

Receives general supervision from the Senior Program Manager

Essential Functions:

Duties include, but are not limited to, the following:

- Assist CAP Caseworkers with detailed, accurate and timeline applications, filing, and data entry
- Assists clients with application processes as needed
- Provides other clerical support
- Provides customer service via the telephone and in person including prescreening and scheduling
- Meets or exceeds agency quality standards for accuracy and timeliness of documentation and reports
- Maintains files and assists with file audits
- Adheres to Maricopa County Human Services Department (MCHSD) Policy and Procedure Handbook and all updates in application preparation and documentation
- Sets and maintains appropriate boundaries with clients; observes client confidentiality and PII protocols in client interaction and in the handling of documents
- Participates in a variety of meetings as requested
- Maintains knowledge of and connect customers with available formal and informal community resources
- Demonstrates professionalism, compassion, and sensitivity in all interactions with clients
- Performs other duties as assigned

Minimum Qualification:

- Knowledge of and sensitivity to the needs of populations from backgrounds of disadvantage
- Bilingual (English/Spanish) desired
- Computer literate (Microsoft Windows and data management systems)
- Excellent customer service, communication, and time management skills

Experience:

- Relevant 1-year experience preferred
- Responsible work history indicating dependability, initiative, flexibility and ability to follow directions

Education:

Associates preferred

Bilingual English/Spanish preferred

License/Certifications:

Level One Fingerprint Clearance Card

Status:

Full-time / Non-Exempt, 40 hours/week

Monday /Wednesday/Friday 8 AM to 5 PM, Tuesday/Thursday 9am-6pm

Schedule subject to periodic variation and changes

Benefits:

TCAA is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, as well as medical, dental and vision insurance, life insurance, disability benefits, Health Savings Account, Employee Assistance Program, telemedicine, and retirement. Additionally, TCAA pays 100% of the employee premium for medical insurance.

TCAA is an Equal Opportunity Employer