

CASE WORKER Community Action Program Job Description

Purpose:

The Case Worker provides a vital link between clients in need of services and the resources that can address their needs. The Case Worker determines eligibility for services which prevent homelessness and promote self-reliance through the provision of mortgage, rent, and utility assistance, crisis case management, and community referrals. The ideal candidate will possess a passion for serving underprivileged households, keen attention to detail, and a desire to work within a high-performing team. Bilingual (English/Spanish) preferred.

Supervision Received and Exercised:

Receives general supervision from the Program Manager.

Essential Functions:

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

- Conducts outreach, intake, assessment, and eligibility determination based on specific criteria for housing and utility assistance
- Objectively analyzes the household situation and makes determinations that are best for the children and adults involved
- Identifies and connects customers with appropriate services within the agency and through other providers to address individual and household needs. Maintains extensive knowledge of community resources. Advocates on behalf of customers as needed.
- Sets and maintains appropriate boundaries with customers; adheres to confidentiality and PII/HIPAA protocols in personal interactions and in the handling of documents
- Meets or exceeds agency quality standards for accuracy and timeliness of documentation and reports
- Adheres to agency and fund source policies and procedures in application preparation and documentation
- Attends all relevant meetings and trainings, i.e. team meetings, social service network and other community meetings as needed/assigned
- Keeps accurate and up to date case files, collects all information needed for reporting purposes, assists with file audits
- Works quickly and efficiently to process high application volumes
- Collaborates with other TCAA staff and programs on case management related issues
- 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:

- At least one year of case management, eligibility determination, or social work experience
- Responsible work history indicating dependability, initiative, flexibility and ability to follow directions

Education:

Equivalent to the completion of an associate degree in a behavior health related field. Bachelor's degree preferred.

License/Certifications:

Level One Fingerprint Clearance Card

Status:

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

Monday – Friday 8 AM to 5 PM, 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