



JOB DESCRIPTION - CASE WORKER I

River of Refuge empowers working poor families with financial security through interim housing

IMMEDIATE SUPERVISOR: Program Director

GENERAL SUMMARY: The Case Worker provides screening, assessment, advocacy, referrals, and ongoing case management for homeless families. They help families establish and work on goals to help them move toward securing more stable housing. The case worker must function as a family's accountability partner, providing support, guidance and reasonable expectations, while maintaining client's dignity and confidentiality of their information.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Screen and interview clients, by phone and in person, to determine needs and program eligibility.
- Identify barriers to stable housing and help the client develop a plan to remove those barriers, providing support and guidance as needed.
- Develop a program plan for each client, using it to monitor progress and mark milestones.
- Conduct weekly case management meetings and complete case notes.
- Work with client to establish an individualized budget focused on paying debt and building savings, monitored weekly.
- Maintain timely and accurate documentation for each client. This includes case notes, budget sheets, communications, data tracking, etc.
- Maintain knowledge of available community resources for the homeless and make referrals for appropriate services as needed
- Adhere to and enforce program rules, policies, and procedures.
- Communicate with outside agencies / individuals regarding client progress as appropriate. This may include probation officers, social workers, court personnel, counselors, etc.
- Educate clients on issues such as life skills, parenting, money management, health and hygiene.
- Foster an environment of accountability, encouragement, support, and respect.
- Participate in industry / community forums to cultivate agency partnerships.
- Coordinate special events and activities for program participants
- Complete other duties as assigned by the Program Director.

KNOWLEDGE, SKILL, AND ABILITIES REQUIRED:

- Basic knowledge of the functions of case management
- Basic knowledge of the resources in the community available for families
- Ability to form partnerships in the community and seek out resources for families
- Strong oral and written communication
- Strong organizational, time management, and data management skills
- Ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve under pressure
- Ability to provide positive interactions in challenging situations
- Flexibility to adapt to changing environments
- Strong interpersonal skills with ability to communicate and respect people from a variety of social, economic and ethnic backgrounds, addressing them where they are

EXPERIENCE, QUALIFICATIONS:

- Minimum of one-year verifiable experience in social services, preferably working with the homeless.
- High School graduate a must, Bachelor Degree in Human or Social Services preferred, Bilingual, a plus.

This is a full-time position, 40 hours a week.

River of Refuge is an Equal Opportunity Employer.