



Caseworker
Community Action Agency

CAA/6
Pay Grade: 11

JOB SUMMARY

This position assists clients by determining program eligibility and providing counseling and referral services.

MAJOR DUTIES

- Answers telephone and greets visitors; provides information and assistance; makes appointments.
- Assists clients in completing applications.
- Receives and processes applications to determine eligibility for programs and services.
- Prepares regular and special reports for submission to state and granting agencies.
- Maintains files and records.
- Refers clients to community service agencies.
- Makes home visits to complete intake processes for homebound clients.
- Performs any other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of program and granting agencies policies and procedures.
- Knowledge of federal poverty guidelines.
- Knowledge of relevant federal and state laws, county ordinances, and department policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in problem solving.
- Skill in the development of reports.
- Skill in prioritizing and planning.

- Skill in interpersonal relations.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

SUPERVISORY CONTROLS

The Program Coordinator assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include grant requirements and county and agency policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related case management and customer service duties. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to provide assistance to clients and potential clients. Successful performance contributes to the efficiency and effectiveness of program operations.

CONTACTS

- Contacts are typically with coworkers, volunteers, representatives of community service agencies, clients, and the general public.
- Contacts are typically to exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Must have four years experience.
- Must have a high school diploma or GED from an accredited institution.

