

Nueces County Job Description

Job Title: Case Worker
Job Code: 3309
Salary Level: Grade 18
Class: Non-clerical
FSLA Status: Non-Exempt
W.C. Code: 8742
NAICS Code: 624190
Prepared By: Sara Longoria
Date: Created 6/20/14; rev. 7/15/14

Approved by: *Rebecca S Reek, LBSW-IPK*
Date: *7/15/2014*

SUMMARY: Determine client's eligibility for emergency assistance within multiple program guidelines using available resources and create goals for a client self-sufficiency plan.

ESSENTIAL DUTIES AND RESPONSIBILITIES: includes the following:

Interviews clients and obtains personal information.

Addresses any discrepancies or conflicting information and verifies documentation. Gather and input data electronically.

Assesses, evaluates and determines eligibility for multiple programs based on current guidelines.

Make independent decisions in discretionary situations or consult with a supervisor in complex situations.

Develop an action plan to help clients meet their emergency need and create goals for self-sufficiency, including basic counseling and problem-solving. Monitors client progress and follow-up.

Make referrals to other community resources. Maintain a working knowledge of other community social service, health or education resources.

Communicate effectively with clients, other agencies, the general public, officials, and other county employees. May be asked to participate in community outreach activities.

Advocate on behalf of clients to obtain appropriate services.

Manage an active caseload.

Maintains records in an accurate and current manner.

Prepares monthly statistical reports on caseload.

Performs other duties that may be assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Any employee who drives a vehicle on official business must have a driving record which meets standards set by the County and the County's insurance carrier.

EDUCATION and/or EXPERIENCE:

1) Bachelor's Degree in a behavioral or social science plus two years' experience in a related field or 2) any combination of education and experience sufficient to successfully perform the job duties and responsibilities.

Education and experience as a licensed social worker is preferred.

CERTIFICATES, LICENSES, REGISTRATIONS:

A valid Texas driver's license is required. If licensed by any professional board, verification of licensure must be provided.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and general public.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES:

Ability to communicate effectively orally and in writing.

Requires the ability to explain rules, regulations, and policies of Department programs in terms understood by clients and the general public.

Requires the ability to exercise considerable tact, courtesy, discretion, firmness and fairness in contact with applicants, clients, and the general public.

Demonstrate sound judgment in the effective and efficient use of human and financial resources.

Ability to use modern office equipment including computers.

Requires the ability to practice considerable discretion in handling confidential files.

Requires the ability to work under pressure from frequent interruptions.

Ability to deal with clients in crisis situations or experiencing stress.

Knowledge of interviewing techniques.

Ability to be culturally sensitive when working with a diverse population.

Ability to complete work within specified deadlines.

Bilingual ability (English/Spanish) preferred.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; and use hands to finger, handle, or feel objects, tools, or controls. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those any employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in outside weather conditions. The employee is exposed to a variety of communicable diseases while interviewing clients. Mentally unstable clients may represent a threat to employee. The noise level in the work environment is usually moderate.