

The Case Worker supports York Housing Authority's (YHA) strategic and operational objectives in the following way: provide high quality supportive services to YHA customers to help them succeed as tenants and neighbors, parents, students and wage earners who can live without assistance.

This job description covers a number of Case Worker positions, each responsible for specific case management services to families and/or individuals. The work performed may be rotated between employees or a position may rotate among assignments as YHA may deem necessary or useful. Not all duties apply to all positions.

SUPERVISION REQUIRED

The employee performs a variety of routine work within established policies and procedures, and receives detailed instructions on new projects and assignments.

Examples of Duties

ESSENTIAL DUTIES AND RESPONSIBILITIES

Case management

- Maintain a caseload and provide a full range of community case management services to caseload;
- Engage in activities that provide information about YHA's service programs, engage clients and encourage continued client participation in agency services;
- Conduct a needs assessment for each family and/or individual on caseload and develop an Individual Training and Services Plan that identifies needs and the actions necessary to meet the goals established for the client;
- Provide on-going support and guidance and otherwise encourage and facilitate program participants in successfully meeting the goals of their plans to improve their quality of life and move toward self-sufficiency;
- Work cooperatively with other departments' staff to coordinate services and keep the lines of communication open;
- Conduct on-site monitoring of participant's employment, education, training, access to appropriate social service and/or home environment and refer or assist as appropriate;
- Individually or in groups, provide feedback, role modeling, counseling, instruction and/or assistance with activities of daily living (ADL), social skills, and the use of natural support systems;
- Provide leadership and structure for social, educational, cultural, recreational and job-training programs that will enhance quality of life for individuals and families;

Employment services

- Refer clients who need help gaining employment to local and state resources for further assessment and service planning;
- Assist with employment related issues with employers to assist families in their job search and resolve employment related problems;
- Develop collaborative relationships with the business and the supportive services community on an on-going basis;

FSS program

- Recruit, assess and refer qualified subsidized housing participants to enroll in the Family Self-Sufficiency (FSS) Program;
- Conduct site visits of FSS participant's employment, education and/or home environment and refer or assist as appropriate;
- Provide input and serve as a resource to the FSS Program Coordinating Committee;
- Work cooperatively with Public Housing and Section 8 staff to coordinate services through effective communication, particularly as it relates to the FSS client's status in the program.

Community partnerships

- Coordinate the delivery of services with other agencies as appropriate. Provide formal and informal referral services to community resources. Participate in case staffing with personnel of other agencies involved in providing services to the family or individual ;
- Make linkages and build referral networks with social support and recreational services, with educational institutions, community-based organizations, businesses and state agencies;
- Provide information and supportive counseling regarding mental health, substance abuse, domestic violence, HIV/AIDS, housing and community resources; provide internal and external service linkage and referrals as deemed appropriate.
- Remain informed of community, social and economic resources available to low-income families.

Reporting and program evaluation

- Evaluate project effectiveness in meeting set goals. Coordinate project oversight with the coordinating committees and resident organizations;
- Accurately track client participation and other statistics as required for internal and external reporting and maintain client records in a manner that meets HUD, state agencies, and YHA standards;
- Submit monthly, quarterly and annual reports as required;
- Ensure compliance with all grant procedures, mandates and requirements.

Employee accountability

- Present a professional image as a representative of YHA;
- Maintain a high degree of confidentiality relative to work performed;
- Perform all these responsibilities in service to YHA's social justice and business mission to assist low-income households and other customers, and to do so in ways that aspire to programmatic and administrative excellence;
- Fulfill all duties and responsibilities with a high level of integrity, honesty and adherence to agency policies and rules;
- Establish and maintain effective professional working relationships with co-workers, management, partner agencies and the community.

POSITION REQUIREMENTS AND QUALIFICATIONS

Educational level and experience

- **Minimum Experience and Training Requirements:** Six months of experience as a County Caseworker 1; **OR** Successful completion of the County Social Casework Intern program; or A bachelor's degree with a social welfare major; **OR** A bachelor's degree which includes or is supplemented by 12 college credits in sociology, social welfare, psychology, gerontology, criminal justice, or other related social sciences and one year of professional social casework experience in a public or private social services agency; **OR** Any equivalent combination of experience and training which includes 12 college credits in sociology, social welfare, psychology, gerontology, criminal justice, or other related social sciences.
- Must be able to perform essential job functions

Knowledge, skills and abilities

Possess or acquire and maintain a high level of expertise in the current and evolving principles and practices in the following areas:

- Knowledge of assessment and crisis intervention methods, community resources and service planning;

- Demonstrate an ability to get along with others effectively; to lead and inspire, to participate as a team member, and to give and accept criticism constructively;
- Write clearly and informatively; edit work for spelling and grammar; able to read, write and interpret documents of a technical nature;
- Able to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals;
- High level ability to plan projects effectively, manage their timely implementation and effectively use the agency's management tools;
- Have a high regard and ability to meet schedules and time lines; demonstrate excellent ability to work independently with little direction;
- Ability to engage a wide variety of people with a high level of professionalism, courtesy and good humor, including culturally, socially and economically diverse populations, seniors, persons with disabilities, contractors, and professional colleagues;
- Possess a high degree of proficiency in Microsoft Office products, including Word, Excel and Outlook and otherwise to be effective without close clerical support.

Certification/Registrations

- Depending upon assignment a driver's license with acceptable driving record may be required;
- Depending upon assignment a certification in area of specialization may be required.

Supplemental Information

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that an employee must handle to successfully perform the essential functions of this job. The job's activities occur primarily in indoor office settings:

- Occasional standing, walking, sitting, using hands to finger, handle, or feel objects, tools or controls; reaching with hands and arms; climbing stairs; balancing; stooping, kneeling, crouching or crawling; talking or hearing; occasionally lifting and/or moving up to 25 pounds;
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus;
- While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time;
- The noise level in the work environment is usually moderate.

The above Job Description is not comprehensive. The job responsibilities may include other duties. This class description also does not constitute an employment agreement between YHA and the employee. YHA may change the job duties as it determines to be necessary or useful to meet its needs.