

Charles Settlement House, Inc.
JOB ANNOUNCEMENT

Title: Family Developer/ Caseworker
Supervisor: Senior/ Family Manager

Status: Exempt __ Non-Exempt X
Grant funded (X)

Location: 71 Parkway

Schedule: Full Time Part-time X
Hours/week: 25 hr.

Specific Responsibilities:

Family Developer/ Caseworker/SIP Position (System Integration Project)

- Monitors Referral Management across the service line ensuring that referrals are being worked on in a timely fashion.
- Conduct intake of referrals, accepts and assigns referrals to staff for particular services.
- Sends referrals and service requests based on client needs.
- Update status of referrals.
- Make appropriate notes to referrals being worked on.
- View all referrals for assigned services
- Notify Provider Admin if Capacity Recommended or States of Well-being, and /or Service Description needs to be updated.
- Accept referrals from other community agencies making appointments for residents living in our target area or areas that grants cover.
- Maintain caseload, daily, monthly and quarterly reports as required by program
- Work with other staff member to do outreach in the Community we serve.
- Attend meetings and trainings provided in community when available
- Performs other duties as assigned be willing to adjust hours if needed.

Qualifications/Education:

- Must complete Food Safety Certification annually through Foodlink
- BA/BS in the field of Social Science, such as but not limited to Social Work, Social Psychology with the equivalent of 6 months of part time experience working with families and family case management. OR
- AA/AS in the field of Social Science, and no less than 1 year of successful work experience in direct service with families.
- Must be a licensed driver with own transportation, able to relate and interact with diverse families coming from different social, economic and ethnic backgrounds.

Physical Requirements and Working Conditions:

With accommodations applicants must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, telephone, fax machine, copier, and to attend meetings at various sites; ability to lift and carry materials up to 30 pound ability to remain alert, observant and physically able to respond appropriately to work situations or emergencies, vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; must possess a valid Driver's License, reliable vehicle.

Knowledge of: (at entry)

Applicable laws, theories, principles and operational practices applicable to case work; Microsoft Office, including Word and Excel; and techniques for effectively representing Charles House, including making effective public presentations and dealing with a variety of individuals from various socioeconomic, cultural and ethnic backgrounds, in person and over the telephone.

Skill in: (at entry)

All applicants must have the ability to do assessments, ability to enter data in the computer, record information on appropriate forms, prepare well written case notes, and have knowledge about community resources. Manage multiple tasks often with competing deadlines. Handle difficult and sensitive situations, using sound independent judgment within general policy and legal guidelines; and communicate effectively with co-workers, subordinates, superiors, the general public and the representatives of public and private organizations. Must be able to facilitate programs as needed.