

Community Place of Greater Rochester

Job Description

Title: Family Services Caseworker
Supervisor: Family Services Manager
Locations: 145 Parsells Avenue Rochester, NY 14609

Status: Non-Exempt
Schedule: Part Time
Hours per week: 25
Pay Rate: \$15.00 per hour

Specific Responsibilities

- Accept referrals; conduct intake interviews/needs assessments; provide case management, follow-up, and referrals.
- Provide services as needed- including: eviction prevention/rental assistance; assistance with utilities; emergency assistance; and assistance with securing housing.
- Develop service plan with client ensure services and case notes are recorded within the required time period.
- Participate in case reviews and attend meetings, conferences, trainings, seminars, etc. as designated.
- Develop new and maintain on-going, working contacts and liaisons with network resources in the community.
- Access information systems, maintain statistics and report information as required.
- Assist with operation of food pantry, as needed.
- Performs other duties as assigned.

Qualifications/Education

- AA/AS in the field of Human Services, or related, and 1 year of experience in family case management.
- Excellent computer skills and knowledge of Microsoft Office, including Word and Excel.
- A valid NYS Driver's License is required. Reliable transportation is required.

Physical Requirements

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 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 20 pounds; 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. This position requires the ability to drive short distances on a regular basis getting in and out of a car. Position may require bending, stooping and walking; work is both indoors and outdoors and may have exposure to various weather conditions.

Knowledge, Skills and Abilities

- Ability to communicate effectively both orally and in writing with people of diverse socioeconomic, cultural and ethnic backgrounds.
- Ability to work cooperatively and collaboratively with co-workers, supervisors, organizations, the general public, and offices of local government.
- General knowledge of Monroe County Social Services, referring agencies and mental health systems.
- Knowledge of political and social issues affecting served population.
- Ability to interpret community resources to clients and address specific needs of clients.
- Ability to access individual and family situations, effectively solve problems and respond in a crisis.
- Ability to keep accurate and concise case notes, and other paper work related to program.

- Manage multiple tasks often with competing deadlines. Handle difficult and sensitive situations, using sound independent judgment within general policy and legal guidelines;

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT. Nothing in this job description restricts the agency's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the agency's current assignment of essential functions. Those functions may change at any time as the needs of the agency change or for other reasons deemed appropriate by the agency.

*The Community Place of Greater Rochester, Inc. is committed to the recruitment of a work force which mirrors the diversity of recipients of agency services.
We are an Equal Opportunity Employer*