



JOB TITLE: CASEWORKER STATUS: Full Time Stipend Volunteer  
REVISED: January 2015 SUPERVISOR: Lead Caseworker & Program Director

**SUMMARY:** Performs basic casework functions including intakes, assessments, documentation, follow-up, review, plan development, research and problem solving with other caseworkers. Participates in and facilitates case consultation. Work is accomplished by utilizing the *Next Step* self-sufficiency methodology, coaching, advising and motivating program participants to set *Next Steps*.

**JOB DUTIES:**

- Conducts intake interviews to assess the circumstances and needs of persons coming to SMGW for assistance, to explain the *Next Step* program and its methodology.
- Develops and updates Individual Development Plans (IDPs) with program participants, assisting them to set and prioritize short and long-range goals.
- Meets with program participants to help them set and take manageable, achievable *next steps* toward goal achievement, empowerment and self-reliance, providing encouragement, coaching, support, information, referrals and resources within the Next Step philosophy and methodology.
- Participates actively in case consultations with other caseworkers and program staff, seeking and providing advice and suggestions for effective case management in general and in individual situations.
- Supports/Assists Program Participants with:
  - Completing on-line job applications;
  - Completing applications for food stamps and other benefits;
  - Setting up and using free email accounts;
  - Using computers/Internet for things like job search; Editing/updating resumes;
  - Writing basic cover letters, sending faxes, attaching resumes to emails, etc.
- Serves as back-up Front Office Coordinator as needed
- Enters participant information (e.g. registration forms) into the casework database
- Assists casework staff with other routine duties such as making copies of forms, sorting/organizing donations and office cleaning tasks
- Conducts trainings and tutoring for participants and assists in the training of volunteer staff to serve as front office coordinators, resume writers, workshop leaders, caseworkers, etc.
- Maintains effective working relationships with other agencies, service providers and resources to which (and from which) participants may be referred; conducts outreach visits when necessary, sharing information about the Next Step program and obtaining current information about other resources; Regularly contributes to the resource directory; updates and maintains the accuracy of records.
- Participates actively in training and development activities and in special projects aimed at continually improving program services.
- Participates in SMGW special events, write newsletter articles, helping to share information about SMGW and working to ensure event success.
- Attends staff meetings and other meetings as required by supervisor.
- Other duties as assigned.
- Working hours are 8:45am-5:00pm

**Minimum Qualifications:** Requires BA/BS degree and demonstrated interest/experience in social/human services, or four years of social/human services experience demonstrating progressive responsibility. Must have excellent interpersonal, analytical, listening, organizational and team skills, communication skills, plus ability to do research and maintain computer records.