



**IDENTITY, INC.**

<b>Position Title:</b>	<b>Case Worker</b>
<b>Supervisory Responsibilities:</b>	<b>None</b>
<b>Budget Responsibilities:</b>	<b>None</b>
<b>Reports to:</b>	<b>Case Management Manager</b>
<b>FLSA Classification:</b>	<b>Non-Exempt; Temporary Employee</b>
<b>Effective Dates:</b>	<b>August 2020-December 23, 2020</b>

**POSITION SUMMARY:**

Identity Case Workers will be part of a dynamic, fast-paced, and results oriented team to provide wraparound services, resources, and information to clients. Case workers will assess client needs and develop an action plan to provide case management. Responsibilities include: maintaining detailed documentation for each client, completing needs assessments, developing action plans to provide referrals for food, housing and other assistance, applying for county services, providing information as to how to prevent the spread of COVID-19, and/or making appointments for COVID-19 testing services, and provides follow-up surveys.

**PRIMARY RESPONSIBILITIES:**

Under the direction of the Case Management Manager:

1. Calls clients, completes a baseline assessment, follow-up forms, and action plan for each client.
2. Makes appropriate referrals to social service agencies; follows-up with status of referrals and enters all information in the data collection system. Confirms clients have appropriate resources (transportation, interpretation assistance) to access services.
3. Attends and actively participates in required staff trainings and meetings.
4. Maintains organized files available for review upon request of Supervisor. Follows protocols and data collection processes, and observes HIPAA regulations to ensure record keeping is accurate and abides confidentiality protocols.
5. Provides weekly case management updates and meets set targets weekly in number of clients served.
6. Delivers food and other essential client assistance to client's homes or central location, following Covid-19 Social Distancing Protocols, as necessary.
7. Supports Identity's mission and values. Continually looks for ways to improve the organization and works in alignment with Identity's strategic goals. Brings best self to the workplace and shares ideas and suggestions.

**SECONDARY RESPONSIBILITIES:**

1. Assists other program staff
2. Performs other duties as assigned, required, or needed

**EDUCATION AND EXPERIENCE:**

- High School Diploma required, Associates Degree preferred.
- One (1) year working in a social services environment preferred
- Must be able to pass federal criminal background check and a Child Protective Services background check

**SKILLS AND ABILITIES:**

- Bilingual English/Spanish required
- Proficient in Microsoft Office, including Word and Excel
- Strong verbal and written communication skills
- Demonstrates reliability, attention to detail, and resourcefulness in work
- Demonstrates sound judgment
- Prioritizes and organizes multiple tasks to meet deadlines indicating good problem solving skills, effective and efficient use of resources, and flexibility in working schedule
- Maintains composure under pressure and promptly resolves urgent situations with patience and professionalism
- Strong interpersonal skills with ability to build rapport with others while upholding strong customer orientation
- Defuses situations with minimal disruption
- Works collaboratively with diverse clients and staff at all levels
- Practices with a strong code of ethics and integrity, and fulfills obligations

**WORK ENVIRONMENT:**

- Requires travel between sites e.g. office, home visits, school. Valid driver's license, insurance, and clean driver's record required.
- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- Keyboard use of greater or equal to 50% of the workday.
- The ability to lift and move up to 10lbs.
- Must have access to reliable internet connection to effectively work from home.
- Must be able to work a flexible forty (40) hour work week including occasional evenings and weekends. Regular schedule is: Monday-Friday, 9:00 AM-6:00 PM with a one hour lunch break.