



IDENTITY, INC.

Position Title: Case Worker
Supervisory Responsibilities: None
Budget Responsibilities: None
Reports to: Case Management Manager

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. Caseworkers will assess client needs and develops an action plan to provide case management. Responsibilities include: maintaining detailed documentation for each client, completing needs assessments, develop action plans to provide referrals for food and housing assistance, apply for county services, provide information how to prevent the spread of COVID-19, and/or make appointments for COVID-19 testing services, and provides follow-up surveys.

PRIMARY RESPONSIBILITIES:

Under the direction of the Program 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 data collection system. Confirms clients have appropriate resources (transportation, interpretation assistance) to access services.
3. Attends and actively participates in required staff trainings, meetings, and maintains organized files available for review upon request of Supervisor. Follows protocols, data collection processes, and observes HIPAA regulations to ensure record keeping is accurate and abides confidentiality protocols.
4. Provides weekly case management updates and meets set targets weekly in number of clients served.
5. Delivers food and other essential client assistance to client's homes or central location, following Covid-19 Social Distancing Protocols, as necessary.
6. 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 workplace and shares ideas and suggestions.

SECONDARY RESPONSIBILITIES:

1. Participates in Identity's advocacy activities
2. Assists other program staff
3. Performs other duties as assigned, required, or needed

EDUCATION AND EXPERIENCE:

- High School Diploma or GED required, Bachelor's degree preferred
- At least two (2) years 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, SharePoint, and Google Platforms
- 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 forty (40) hour workweek including occasional evenings and weekends. Regular schedule is Monday-Friday, 9 AM-6:00 PM.