

INCA Community Services, Inc.



Job Description

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| Title: | Emergency Assistance Caseworker (COVID-19) | Reports to: | Capacity Director/ Community Service Manager |
| Program: | ESG/ESGCR/CSBG/CSBGCR | Status: | Temporary/Non-Exempt/Full Time/Benefits listed- begin upon hire |
| Approved: | August 2020 | Wage: | \$15.00 |

Benefits: Health, Dental, and Life Insurance, Sick and Annual Leave, Social Security, Workers Comp and Unemployment Insurance. All paid holidays.

Job Summary:

The caseworker receives requests for or inquires about financial assistance from persons experiencing a crisis due to lack of resources caused by the COVID pandemic to meet basic needs. Assistance is temporary only and its intended to help during a period of time when other efforts have failed. Some of the programs used as resources can be used only one time during a one year period. There are also limits placed on other funding sources; therefore, the caseworker must be prudent in assessing needs in order to determine if the crisis really exists and whether there are resources in the agency or community to meet the needs. The caseworker should be familiar with community resources in order to make referrals after the crisis has been met. Assistance is intended as a preventive measure to help the client meet his/her needs independent of the agency in the future.

This position has recurring access to a vulnerable population. It is a safety sensitive position.

Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.

Responsibilities and Duties:

Emergency Services (COVID) Caseworker:

The caseworker assesses the client's situation in order to determine if an emergency need exists, if it is COVID related, if services or resources are needed and available and if the client is eligible for assistance. These emergencies might require help with such aid as rent, utility payments, or help with services to prevent disruption of the family. This position may be responsible for distributing several emergency financial services/programs and referrals.

Applicants are usually experiencing unforeseen or unavoidable crises caused by the COVID-19 pandemic that created a need for financial assistance or services to alleviate the emergency and stabilize the household. Clients served are generally financially indigent and/or having problems within the family that threaten stability.

Major Activities include:

- Intake, interview, and screen potential clients for immediate emergency assistance needs,
- Apply eligibility requirements for each programs,
- Responsible for completion of application to determine eligibility and establish the needs.
- If eligible for ESG (Emergency Service Grant) create a detailed Housing Stability Plan.
- Perform necessary safe home inspections on all properties assisted with ESG funds,
- Contact vendors to order and authorize payment,
- Process request for payment on appropriate forms,
- Arrange for transportation needs as needed to obtain a job, housing, medical assistance, etc.
- Keep proper documentation for progress reports, program performance evaluation, and monitoring purposes,
- Complete data input as needed and provide needed documentation for agency reporting,
- Customer/outcome tracking.

Information and Referral:

- When agency funds are depleted or cannot be used for a particular client, other resources should be used. Assist clients with contacting other resources to assist in meeting their financial or basic needs.
- Caseworker shall be able to recognize those needs and make appropriate referrals.

- Caseworker shall establish and cultivate professional working relationships within the agency, with other helping agencies and resources in the community to assist clients.
- Contacts and meets with civic, faith based, and local community groups to define resources, explain the program objectives and enlist their assistance in accomplishing these objectives.

Counseling:

- In this position, counseling is short term and essential.
- The caseworker will have the opportunity to counsel clients regarding budgeting, job possibilities, housing, etc. in effort to assist them in planning to avoid future financial crises.
- Financial assistance is short term which makes it important for the caseworker to counsel the client through the immediate crisis and provide resource information and referrals for service which will assist in preventing future crises.
- Correspond, track, and conduct routine follow up phone calls and visit with clients in order to assist with meeting Housing Stability Plan and other goals and objectives.

General Duties:

1. Attend work punctually and regularly to provide consistency of service.
2. Attend upon request all staff and other appropriate meetings, training and conferences some of which may require out-of-town travel and evening/overnight attendance.
3. At all times maintain professional attitude and confidentiality of all records and information.
4. Demonstrate commitment to mission, values, and policies in the performance of daily routines.
5. Perform other program-related assignments as designated
6. Present a positive image of the agency to members of the community.

Supervisory Relationships:

Oversight of program by Capacity Director and works under the guidance of Community Service Manager to assure compliance with program requirements.

Knowledge and Skills:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill and/or ability required.

1. Ability to build and maintain effective and professional working relationships with clients and community agencies.
2. Ability to work well with people of diverse cultural and socioeconomic groups, respect confidentiality, able to work within ethical and legal parameters of social services.
3. Ability to handle highly stressful and sensitive situations in a professional manner.
4. Flexible and self-motivated to handle needs of the program participants.
5. Significant diagnostic and problem solving skills.
6. Strong organization, goal orientation, and time management skills, ability to meet tight deadlines.
7. Knowledge of automated data processing procedures, systems and computer operations required.
8. Interpret agency policies.
9. Prepare clear, concise, and accurate records and reports.
10. Excellent interpersonal and verbal and written communication skills.

Qualifications:

1. A minimum of a High School diploma or equivalent.
2. Any certification or degree in a related field is preferred, but not required.
3. Community service entry level position

Experience:

1. Experience or training in public contact or social services such as interviewing, explaining information, gathering and compiling data is preferred.
2. Must have strong working knowledge of automated data processing procedures, systems and computer operations required.
3. Knowledge of the internet, websites and social media required.

General:

1. Must have valid Oklahoma's driver's license.
2. Must have reliable transportation with at least liability insurance, a good driving record.
3. OSBI, MVR and Drug/Alcohol Testing clearance required.
4. Must be able to work a flexible schedule including some evenings and/or weekends.

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.

1. Sit for extended periods of time.
2. See and read a computer terminal and printed matter with or without vision aids.
3. Hear and understand speech at normal levels and on the telephone with or without hearing aids
4. Speak so that others may understand at normal levels and on the telephone.
5. Enter data into a computer terminal, operate mainframe/personal computers, operate standard office equipment and dial a telephone.
6. Operate a motor vehicle
7. Intermittent walking, standing, bending, stooping
8. Working with both hands and arms, grasping
9. Good close, distance and peripheral vision
10. See and read a computer terminal and printed matter with or without vision aids.
11. Frequent keyboard use
12. Lifting, carrying, pushing or pulling up to 30 lbs. Occasionally
13. Repetitive motion especially with hands and arms
14. Clear and understandable speaking ability.
15. Good hearing. Hear and understand speech at normal levels and on the telephone with or without hearing aids.
16. Some travel by auto with exposure to traffic in year round weather conditions
17. Occasional travel with overnight stays
18. Some exposure to offensive language, angry individuals and threats.
19. Work in a clean office environment with moderate noise levels

General Qualifications:

Pre-employment drug testing, must pass a national criminal background check. No person who has been convicted of any felony conviction for any crime against a person shall be hired as a transit employee. No person who has been convicted of a misdemeanor for a crime against a person, within the immediate past five (5) years shall be hired as a transit employee.

INCA IS AN EQUAL OPPORTUNITY SERVICE PROVIDER AND EMPLOYER

Acknowledgment: I acknowledge receipt and understand the contents of this job description.

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| Employee Signature: | | Date: | |
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