

Job Title: Caseworker Human Services

Department: Human Services
Immediate Supervisor: Director Human Services

BRIEF DESCRIPTION OF THE JOB: Responsible for producing information at the front desk for customers. Maintains customer records and implements and facilitates educational life skills workshops for the center, customers and the general public.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

Percentage of Time Physical Strength Code

1) Provides information screening and referral services by coordinating front desk coverage, screening customers, assisting customers in completing programs and forms, providing advocacy and referrals to agencies for customers and maintaining confidentiality.	40%	L
2) Facilitates educational life skills programs by coordinating educational work shops, recruiting and maintaining professional volunteers for presentations, conducting workshops, scheduling and preparing conference rooms and representing the center and Director in the community.	30%	L
3) Performs administrative duties by maintaining data entry of applications into the tracking program, setting up client files, maintaining current agency information and reviewing and ensuring client records are updated.	30%	S
<p><u>Physical Strength Column:</u> S - Sedentary L - Light M - Medium H - Heavy VH - Very Heavy</p>		

PHYSICAL DEMANDS

Overall Physical Strength Demands:

_____ Sedentary X Light _____ Medium _____ Heavy _____ Very Heavy

Codes: for each physical demand code listed:

C = Continuously F = Frequently O = Occasionally R = Rarely N= Never

This is a description of the way this job is currently performed; it does not address the potential for accommodation.

Physical Demands	Frequency Code	Description
Standing	F	Assisting at counter, making presentations
Sitting	F	Desk work
Walking	F	To office equipment and other departments
Lifting	R	Files
Carrying	F	Files
Pulling	O	File drawers
Pushing	O	File drawers
Using Fine Dexterity	F	Computer keyboard
Reaching	F	For papers and supplies
Kneeling	O	Filing in lower drawers
Crawling	N	
Twisting	O	From computer to counter
Climbing	N	
Balancing	N	
Seeing	C	Reading, computer screen
Hearing	C	Communicating with clients and on telephone
Talking	C	Communicating with clients and on telephone
Using Foot Controls	N	

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Machines, Tools, Equipment and Work Aids:

Computer and related software, copier, telephone, calculator, fax machine, shredder, TV/VCR, radio

Environmental Factors:

Exposure to and frequency:

D = Daily S = Seasonal W=Several Times Per Week M=Several Times Per Month

ENVIRONMENTAL FACTORS					
Dirt and Dust	N	Extreme Temperatures	N	Noise and Vibration	N
Fumes and Odors	N	Wetness/Humidity	N	Darkness or Poor Lighting	N

HEALTH AND SAFETY					
Mechanical Hazards	N	Chemical Hazards	N	Electrical Hazards	N
Fire Hazards	N	Explosives	N	Communicable Diseases	D
Physical Danger or Abuse	D	Other (specify)			

PRIMARY WORK LOCATION					
Office Environment	X	Warehouse		Shop	
Vehicle		Outdoors		Other:	

Protective Equipment Required:

N/A

Non-physical Demands:

Frequency Codes: F = Frequently O = Occasionally R = Rarely

Time Pressures	O	Emergency Situations	R
Frequent Change of Tasks	O	Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F	Working Closely with Others As Part of a Team	F
Tedious or Exacting Work	F	Noisy/Distracting Environment	F

JOB REQUIREMENTS

Formal Education:

Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.

Experience:

Over one year up to and including two years experience is required.

Certifications and Other Requirements:

N/A

Supervisory:

Work requires occasionally directing helpers, assistants, seasonal employees, interns, or temporary employees.

Contacts

The incumbents in this position contact others within the organization. These contacts may involve similar work units or departments within the County which may be involved in decision making or providing approval or decision making authority for purchases or projects. In addition, these incumbents work with individuals outside the County who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of the employee. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

Signatures - Review and Comment

I have reviewed this job description and find it to be an accurate description of this job.

Signature of Employee

Date

Job Title of Supervisor

Signature of Supervisor

Date

Job Title of Department Head

Signature of Department Head

Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change by the County Government as the needs and requirements of the job change.