JOB DESCRIPTION

POSITION TITLE: Caseworker
DEPARTMENT: Housing & Human Services
DIVISION: CSBG
CLASSIFICATION/GRADE: Administrative Coordinator I/104
REVISED: 01/2020
REPORTS TO: Human Development Administrator
REVIEWED: 01/2020
WAGES: Non-Exempt (Hourly)

SUMMARY:
Works under the direct supervision of the CSBG Program Assistant to complete applications and request for all services and programs administered by the Human Development Office.

BASIC FUNCTIONS:
1. Completes applications for all Social Service Programs.
2. Serves as a community liaison to inform the public of available Social Service Programs.
3. Provides referral information relative to other resources in the community.
4. Performs all other responsibilities as assigned or deemed necessary by Supervisor.

OTHER REQUIREMENTS:
1. Completes applications for all Social Service Programs. Determines preliminary eligibility and recommends approval to CSBG Program Assistant.
2. Sets appointments for client interviews. Inform potential applicants of the program requirements.
3. Conducts outreach activities throughout the Parish informing the public of programs and services available.
4. Provides referral information to public relative to other resources in the community.
5. Collects and tabulates data relative to client participation in all programs for submittal to Program Assistant.
6. Participates in monthly in-service training sessions with Administrator to review and incorporate all program rule changes.
7. Valid Louisiana Driver’s License.

EDUCATION/EXPERIENCE
1. Must have at least a High School Diploma or GED.
2. Must be proficient in using MS Access, Word, and Excel
3. Must be able to use ten-key adding machine.
4. Experience in working with the general public
5. Good verbal, written, and typing skills.