



Sunnyvale Community Services

725 Kifer Road, Sunnyvale, CA 94086 408.738.4321

Working to Prevent Homelessness and Hunger

CASEWORKER

Definition

The Caseworker is responsible for direct contact with clients, determining and verifying their needs, providing available financial and in-kind assistance for which clients may be eligible, and arranging for or providing referrals to appropriate outside services. The Caseworker assesses clients' needs for financial help, food, and other emergency assistance services; determines what assistance can be provided by the agency and by outside resources; and advises clients on how to obtain appropriate services.

Distinguishing Characteristics

The Caseworker receives direction from the Program Manager of Client Services and the Director of Emergency Services. The Program Manager of Client Services and the Director of Emergency Services collaborate on the evaluation of the Caseworker. The position requires a substantial level of independent and collaborative decision-making, action, and responsibility with regard to determining clients' eligibility for a variety of services.

This position requires bilingual communications in English and Spanish or Mandarin. The Caseworker who is bilingual or who has a specific area of expertise (for example, disabilities) will be responsible for providing services and information in that language(s) or to those clients with specific needs.

Essential Functions

- Assess and verify client needs, determining eligibility for a variety of financial and in-kind emergency assistance services.
- Refer clients to appropriate public and nonprofit services.
- Maintain client files and submit monthly statistical reports on services provided.
- Determine client eligibility for specific public and nonprofit programs for which the agency has assumed the role of qualifying agent.
- As applicable, provide translation assistance for clients and designated outside organizations.
- Conduct different assessment tools including the PR-VI-SPDAT for families in need of financial assistance.
- Maintain accurate data in Clarity and Salesforce databases.
- Other duties as assigned.

Minimum Qualifications

Education and Experience

Any combination of education and experience equivalent to possession of a bachelor's degree. Emphasis in social work, psychology or related field desirable. Experience in social work, knowledge of local community resources.

Knowledge, Skills and Abilities

Knowledge of:

- problems and needs of diverse, multi-cultural target populations, including economically disadvantaged, elderly, individuals with disabilities and ethnic minorities;
- effective interpersonal skills; and
- local, state, federal statutes and regulations relative to client needs and eligibility.

Skill in:

- effectively communicating (written and verbal) in English and Spanish;
- relating to clients from diverse backgrounds effectively under stressful conditions;
- setting priorities for assignments and workload appropriately and responding to deadlines effectively; and
- basic computer word-processing.

Ability to:

- demonstrate flexibility of style relative to specific assignments, working environments, and staff and volunteer diversity;
- recognize needs and initiate actions in order to help clients and to help develop more efficient agency systems and procedures;
- perform computer applications given reasonable training; and
- ability to work in a variety of settings with culturally-diverse families and be culturally sensitive
- ability to lift 25 pounds

Physical Requirements:

With or without reasonable accommodation(s), the essential functions of this position require certain physical and mental abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stooping, pushing, pulling, lifting (up to 25 lbs.), typing, writing (in English), reading (English), speaking (English), seeing, hearing, driving, basic mathematical calculations, problem solving, reasoning, composition, and decision-making.

Working Conditions:

The Caseworker will work a standard work week of 8:30am-5pm. Occasional evening and weekend work may be required as job duties demand. The Caseworker will work in an office setting with moderate noise level and will be required to travel around the community.

Salary and Benefits: The salary range is \$48,000 - \$52,000 depending on education and experience. We offer a competitive benefits package including medical, dental, vision, vacation, and sick time.

Sunnyvale Community Services is an Equal Opportunity Employer.

For consideration, please submit resume and cover letter to jobs@svcommunityservices.org.