



Sunnyvale Community Services

Preventing Homelessness and Hunger in Our Local Community

Caseworker

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. 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.

Salary Range \$48,000.00 - \$55,000.00 per year based on experience.

DUTIES & RESPONSIBILITIES

- 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 for families in need of financial assistance.
- Maintain accurate data in Clarity and Salesforce databases.
- Other duties as assigned

QUALIFICATIONS

- Problems and needs of diverse, multi-cultural target populations, including economically disadvantaged, elderly, individuals with disabilities and ethnic minorities.

- Resourceful with local, state, federal statutes, and regulations relative to client needs and eligibility.
- Effectively communicating (written and verbal) and interpersonal relationships
- Relating to clients from diverse backgrounds effectively under stressful conditions
- Setting priorities for assignments and workload appropriately and responding to deadlines effectively and managing time
- Microsoft Office skills
- Salesforce/Clarity

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 (25 lbs), typing, writing (in English), reading (English), speaking (English), seeing, hearing, mathematical calculations, problem solving, reasoning, composition, and decision-making.

- Often required to sit in a stationary position, and repeated use of wrists, hands, and fingers for typing, writing, and holding objects (pens, pencils, phone, etc.).
- Environment will be indoors and outdoors with a normal office environment amount of noise, with occasional increased noise if in warehouse.
- Vision abilities required by this job include distance for safety and close vision for reading, computer, etc.

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.

HOW TO APPLY

Please submit a resume and cover letter to jobs@svcommunityservices.org. Sunnyvale Community Services is an Equal Opportunity Employer and is committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, contractors, vendors, and clients.