

**REDWOOD COMMUNITY ACTION AGENCY**  
**Community Services Division / Adult & Family Services Program**  
**CASE WORKER I – PACT PROGRAM**

**POSITION PURPOSE**

Under the general supervision of the Division Director, and the direct supervision by the assigned management staff or their designee, the Case Worker I will provide: crisis intervention, case management services, client advocacy, life skills education, and information and referral services to the program clients. To assess client and/or family needs; implement and monitor appropriate strategies to meet identified needs; maintain adequate case notes to monitor and analyze service delivery; prepare various reports as required; provide community outreach and liaison with other local service providers; initiate or assist in community development activities to increase the availability of services to clients and families.

- The Case Worker I job description is a template for all of RCAA's Case Workers across all of our programs. Please note that the case worker may or may not be expected to do all of the tasks listed on the job description template as that is determined by the program you are working under (see last page for required tasks under SPECIFICS).

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks

- Provide supervision, assistance and mentoring in activities of daily living (i.e. hygiene, cleanliness of living areas, nutrition, employment readiness, appropriate social and/or recreational activities, educational needs, and transportation).
- Conducts intake activities for new residents; including, verifying all documentation, completing required forms, coordinate with clinical staff, make room assignments, and assure residents enter the facility in a safe manner without any inappropriate belongings.
- Assess client needs; identify services to meet those needs and develop a service delivery plan with the assistance of client and/or family; also lead client or family meetings/mediations.
- Implement broad based treatment methods to meet needs of individuals with mental health issues
- Monitor and evaluate achievement of service delivery plan.
- Case conference with referring agency personnel and other significant individuals and work cooperatively with personnel from law enforcement, probation, child welfare services, schools, and other client-serving agencies (public, private and non-profit)
- Maintains updated case notes; maintain resident's records in compliance with programmatic, state, and federal standards.
- Complete work activity reporting as required, and in compliance with all California laws and funding source standards and regulations.
- Attend weekly case supervision meetings with Head of Clinical Services; come to those meetings prepared with case information, service delivery plan, and any problems encountered.
- Confer with other staff, program leaders and clinician regarding client needs and ways of improving staff ability to impact clients in a positive manner.
- Represent the Division at various team community meetings.
- Expand community knowledge of the division's programs and services through collaboration with other service providers.
- Collaborate with multidisciplinary teams to plan treatment strategies and assist with developing treatment programs for clients.
- Facilitate weekly groups and life skills classes with clients.
- Attend in-service trainings as required
- Maintain case notes, records, and program compliance
- Provide for all clients' safety.
- Assists to manage assaultive behavior and crisis intervention; to provide support and assistance in problem resolution; and to coordinate/arrange for the provision of needed services to address these issues.
- Support and assist clients on a regular basis on developing or maintaining the skills required to achieve and sustain independent living status (i.e. socialization, rehabilitation, etc.)
- Transport clients to medical, psychiatric, or legal appointments, shopping, and to other providers as needed to insure reaching goals of case plan.
- Arranges for use of various community resources and secures necessary equipment and transportation for such activities.
- Respond to on-call duties as assigned, and other duties as assigned or necessary.

## **JOB REQUIREMENTS**

### Knowledge of and Experience With:

- Social work and mental health models of intervention; crisis intervention, family and ecological systems, and counseling theories/approaches
- Local community services and California laws pertaining to youth and families
- Group dynamics and methods of resolving group conflict
- Staff development and community building
- Issues of homelessness, trauma, addiction, treatment, and recovery
- Motivational interviewing techniques
- Basic networked computer skills: including, Microsoft office word, excel, and outlook

### Ability to:

- Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation, and spelling.
- Demonstrate good organizational skills and manage multiple tasks in an efficient manner.
- Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work
- Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
- Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.
- Maintain a professional, confidential work environment.
- Establish and maintain personal and programmatic boundaries while providing support services.
- Work effectively under pressure
- Develop comprehensive assessments and develop clearly defined casework objectives
- Mediate family conflict and negotiate contracts leading towards family reunification, if necessary
- Conduct self in a professional, courteous, and cooperative manner at all times; and maintain a professional standard based on RCAA's Personnel Policies and Procedures Handbook and the Employee Code of Conduct
- Work flexible hours, which may include evenings, weekends, and holidays, and arriving to work as scheduled and prepared.
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

## **OTHER REQUIREMENTS**

- Must be a U.S. citizen or lawful permanent resident and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
- Must have means and capacity to perform job related work with personal vehicle, as may be required, and must have proof of current automobile insurance.
- Possession of valid California's Driver's License with acceptable DMV driving record.
- Submit to background clearance and/or fingerprinting with acceptable results.
- Valid First Aid and CPR certification or willingness/ability to be certified, if required.
- Proof of current (within 1 year) negative TB test, or willingness to obtain one, if required.
- Proof of required education (i.e. AA, BA, MSW, etc.)
- Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages

## **ESSENTIAL PHYSICAL ABILITIES**

### Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment

- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

**NOTE FOR ALL EMPLOYEES**

- This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required by their supervisor.
- This position is considered a “**safety-sensitive**” job and will be subject to RCAA’s “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy.
- RCAA is an “**Essential Business**” that continues to operate during unexpected events, such as: earthquake, natural disaster, or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while taking all appropriate safety precautions.

***AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER***

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**SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR CSD/AFS CASE WORKER I** – This position serves under the direction of the CSD Division Director, or their designee working in the PACT Program (Parents and Children in Transition).

**POSITION PURPOSE**

The Case Worker I will work with all program residents, provide individual assessment, and goal setting, facilitates family centered meetings, groups, and classes. This position develops the resident’s activities, action plan and monitors progress toward goals.

**ESSENTIAL JOB FUNCTIONS**

**Specific Tasks:**

- Develops plan for each client’s family to reintegrate into the community, including, the increase of economic stability, vocational potential, physical health, skills for re-socialization, attaining least restricted living environment and individual treatment plan
- Advocates for clients and encourages community resources and human service agencies to assist clients in their movement towards independent living; establishes special linkages with local agencies and community resources to maximize effectiveness of the case management system
- Monitors treatment, evaluates progress, assess the adequacy and appropriateness of client living arrangements and assist in securing alternative living arrangement when necessary
- Provides supportive employment services to assist client in obtaining and maintaining employment or volunteer opportunities in the community
- Observes client’s reactions and maintains clinical notes in compliance with Federal and State guidelines
- Provide appropriate and sound discharge planning supports of residents per case plan
- Reports to the Division Director or Program Manager any deficiencies in residential or home-based operations
- Schedules all groups, classes and activities for residents assigned to caseload
- May assist with the training of new employees, as assigned
- Permanent supportive housing models
- Approaches and techniques related to obtaining and sustaining permanent housing in client chosen communities
- Residential and group housing programs, including recovery programs

**MINIMUM QUALIFICATIONS**

- Bachelor of Arts in social work, psychology, or related field (equivalent experience may be substituted for education on a year-for-year basis)
- One (1) year experience working with individuals and/or families in a residential facility, drop-in center, or social service program serving the homeless, mentally ill and/or other low-income population

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On file  
\_\_\_\_\_  
**EXECUTIVE DIRECTOR** **DATE**

On file  
\_\_\_\_\_  
**HUMAN RESOURCES DIRECTOR** **DATE**

I have read, understand, and agree to perform the job functions as outlined above:

\_\_\_\_\_  
Employee Signature Date

***RCAA IS AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER***