## Redwood Community Action Agency

**Community Services Division / Adult & Family Programs**

**CASE WORKER II**

* This Case Worker II job description is a template for all of RCAA’s Case Worker II’s across all of our programs. Please note that the case worker II **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(s) for required tasks under SPECIFIC QUALIFICATIONS & EXPECTATIONS).
* The Case Worker II position is the more experienced, journey level of the Case Worker series. To attain this position the incumbents may advance after gaining experience in the entry level position and demonstrating proficiency which meet the qualifications for the higher level class; and they may have attained an advanced educational degree (i.e. MSW). The Case Worker II is expected to perform all of the same tasks of the Case Worker I; in addition to performing more diverse, advanced tasks; and may also assist with the training of Volunteers, Interns and the Case Worker I staff.

**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 II will assist in the overall management of the residential operations and provide direct supervision and support of sheltered and re-house residents. The Case Worker II will participate in assessment of 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. They will also provide: crisis intervention, case management services, client advocacy, life skills education, and information and referral services to the program clients.

**ESSENTIAL JOB FUNCTIONS**

The Case Worker II is the daily link with all program residents throughout the process of referral, assessment, intake, shelter and aftercare. Provides individual assessment and goal setting, facilitates client centered interdisciplinary team meetings, groups and classes. This position develops the resident's activities and action plans and monitors progress toward goals. This position supports the Program Worker or Coordinator with the program operations.

Specific tasks:

* Provides supervision and services to residents; and assists in activities of daily living, advocacy and coordination of supports, facilitates rehabilitative groups and provides transportation to activities related to clients goals
* Receives referrals from community providers, coordinates all assessments and intake processes for pending clients, maintains communication and status updates regarding referred clients
* Develop individualized case plans; monitor client’s response to interventions, and update/modify plans as indicated by client’s progress
* Assigns all groups, classes and activities for residents on caseload
* Maintains updated case notes; maintain resident’s records in compliance with programmatic, state and federal standards.
* Protects client confidentiality and provide for client safety
* Assists with the training and mentoring of new employees as assigned
* Comply with all California laws and funding source requirement standards and reporting responsibilities as they pertain to residents and the facility
* Maintains case notes, records and program compliance data
* Supports Management in a liaison capacity with program staff to provide guidance and direction regarding day to day program operations
* Assists to manage maladaptive behaviors and crisis intervention; to provide support and assistance in problem resolution; and to coordinate/arrange for additional referrals and services as needed
* Advocates for clients and establishes special linkages with local agencies and community resources to maximize effectiveness of the case management system
* Provides supportive employment services to assist client in obtaining and maintaining employment in the community
* Provide appropriate and sound discharge planning supports of residents per case plan
* Reports to appropriate management staff any deficiencies in residential sites
* Participates in in-service training
* Implement broad based treatment methods to meet needs of individuals with mental health issues
* 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.
* 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.
* 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.
* Provide back up, emergency 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
* Issues of homelessness, trauma, addiction, treatment and recovery
* California laws pertaining to youth and families
* Group dynamics and facilitation; and methods of resolving group conflict
* Staff development and community building
* Motivational interviewing techniques and theories
* Basic networked computer skills; including, Microsoft office word, excel, and outlook

Ability to:

* Communicate clearly, efficiently, written and orally; be competent in English grammar, punctuation and spelling.
* Demonstrate good organizational skillsand 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 and will minimal supervision
* Develop comprehensive assessments and develop clearly defined casework objectives
* Mediate client 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
* 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 duties with personal vehicle, as may be required.
* Possession of valid California’s Driver’s License, current auto insurance and acceptable DMV record.
* Submit to fingerprinting for criminal record clearance and/or background checks with acceptable results
* Valid First Aid and CPR certification or willingness/ability to be certified
* As a condition of employment all employees are required to provide proof of having been fully vaccinated for COVID-19
* Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages

**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.

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

**SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE CASE WORKER II –** Working in the Community Service Divisions Adult & Family Programs; serving under the general direction of the Division Director, and is directly supervised by the CSD/AFS Program Manager, or their designee.

**NOTE:** The Case Worker II is expected to perform all of the job function specific tasks that are listed on the Case Worker I job description (excerpts below); as well as any additional specific tasks listed below.

**ESSENTIAL JOB FUNCTIONS**

**Specific Tasks from the Case Worker I job description:**

* 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 linages 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

**Additional Specific Tasks for the Case Worker II:**

* Responsible for updating and maintaining the electronic PACT (Parents and Children in Transition) or other housing programs referral list
* Assigns new families to a primary Case Worker upon intake based on the Case Workers existing case load with consideration for best fit for the family
* Assists Program Manager with the evaluation process for extending families time in the PACT or other housing programs
* Provides supportive Aftercare services in client’s homes and local communities
* Collaborate with multidisciplinary teams to plan treatment strategies and assist with developing treatment program for children/youth open to specialty mental health services

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Transitional Housing and Permanent Supportive Housing models
* Approaches and techniques related to obtaining and sustaining permanent housing in client chosen communities

**MINIMUM QUALIFICATIONS**

* BA degree in Social Work, Sociology, Psychology or related field (equivalent experience may be substituted for education on a year-for-year basis)
* At least three (3) years’ 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 populations

**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

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