



Central Coast Energy Services Job Description

Title:	Caseworker
Reports To:	Director of Program Services
FLSA	Non-Exempt
Salary:	\$17.00-\$26.00/Hour
Status:	Full time/Regular
ServTraq:	Caseworker

General Duties and Responsibilities: Under general supervision, the Caseworker works directly with individuals who are in need, low-income families and support agencies to facilitate and enhance the delivery of Central Coast Energy Services' programs in the community through specific attention and assistance in obtaining help. The Caseworker is responsible for overseeing special cases from the intake and eligibility application processes through to delivery of services offered by CCES and other resources. Responsible for confidential and time sensitive materials, as well as handling of multiple projects. Additional responsibilities include customer assistance, clerical and other office related duties as assigned.

Caseworker I: Employees in this classification receive general supervision within a framework of well-defined policies and procedures. This job class performs a variety of repetitive or closely related duties according to established procedures including the processing and maintenance of customer records, assisting customers and responding to inquiries, computer data input, and program activity support.

Caseworker II: Employees in this classification receive general supervision within a framework of standard policies and procedures. This job class requires knowledge of program policies and procedures. Employees must be capable of making decisions within a limited number of alternatives in solving standard problems.

Caseworker III: Employees in this classification receive limited supervision within a framework of standard policies and procedures. This job class requires the ability to interpret policies and procedures and apply independent problem solving and decision-making.

All CCES employees must:

- Work safely and take responsibility for a safe and healthy workplace (on and off site).
- Contribute to the accomplishment and continual refinement of the mission and goals of Central Coast Energy Services.
- Support each member of the Central Coast Energy Services team in the efficient delivery of quality service.
- Train others to become productive members of the Central Coast Energy Services team.
- Be dedicated to the compassionate service of those in need.
- Maintain confidentiality of customer information and personnel matters.

Specific Duties and Responsibilities:

Case management tasks will involve:

- Application intake
- Data entry
- Receive and route telephone calls, respond to customer inquiries, and provide program information
- Collection of required information and documents
- Motivate applicants to *fully* participate in CCES programs
- Under special circumstances, assist applicant with completion of application
- Consistent follow-up with applicant or agency advocate for updates of application status

- Deal with daily inquiries by phone or in person
- Respond to questions and concerns in a compassionate, courteous and timely manner
- Distribute (by mail/in person) brochures, flyers, applications and other materials
- Establish and maintain cooperative working relationships with area organizations
- Make creative use of available information and resources to enlist the cooperation of agencies to provide further services for applicants (as needed)
- Maintain accurate and organized case files, correspondence and other data
- Conduct advanced research in a variety of topics
- Utilize and update contact database
- Interviews clients to determine their needs and refers them appropriate community agencies and services
- Develops client assistance plans after a needs assessment oral interview and verifies their eligibility documents
- Acts as a liaison between clients and organizations and agencies
- Creates and updates manual and/or computer database client files by recording each contact made with clients and families, and maintains records required for follow-up
- Encourages clients to utilize and supplies them and staff with notices of community activities, resources, and services
- Keeps current files of social services available to area residents and provides information about how to obtain the services
- Arranges services with providers as required by case plans
- Assists clients complete written applications for social services
- Recruits clients for the program by identifying recruitment sources, developing publicity materials, and distributing and posting recruitment flyers
- Provides emergency assistance, crisis intervention, and referrals
- Assesses training needs of clients and families
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service

Skills and Minimum Qualifications:

- Strong written and oral communication skills
- Ability to operate common office equipment such as Windows operating system PCs, scanners, fax and postage machines, photocopiers, and multi-line telephones

Minimum Computer Proficiency Skills:

- Microsoft Word--Intermediate
- Microsoft PowerPoint--Intermediate
- Microsoft Excel--Intermediate
- Microsoft Outlook—Intermediate

Central Coast Energy Services reserves the right to verify skill proficiency through testing on any of the above referenced categories and any other skills and knowledge required by the position applying for.

Training and Experience:

Any combination of training and experience that would provide the required skills and minimum qualification is qualifying. A typical way to obtain these skills would be:

- AS degree in Business Administration or a related field.
- Minimum 1 year of experience performing duties comparable to that of a caseworker with Central Coast Energy Services.

License Requirements:

Possession of an appropriate driver's license; vehicle insurance, and a good driving record.

Benefits:

CCES offers our regular employees a full benefit package, including medical, dental, vision, retirement plan, long and short term disability, life insurance, and an employee assistance program.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop. The employee will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and ability to adjust focus.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.

All applicants invited to interviews will be required to provide a DMV Driver's License Record printout dated within the previous 30 days.

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 40), veteran status or any other merit factor unrelated to job duties.

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