

Job Description – CARE Case Worker

GENERAL JOB SUMMARY:

West Valley Community Services is a nonprofit organization that has been providing safety net services to low income and homeless individuals and families in the west valley region of Santa Clara County for more than 48 years. The mission of West Valley Community Services is to unite the community to fight hunger and homeless. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

West Valley Community Services is currently hiring a CARE Case Worker supports the Community Access to Resources and Education (CARE) program including processing Emergency Financial Assistance applications, workshops, outreach, and special projects.

Duties and Responsibilities:

Case Management

- Conducts comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate to develop a case plan.
- Responds to client inquiries via in person and over the phone and navigates clients by identifying resources suitable for referring clients to internal and external programs and resources.
- Maintains a flexible caseload of 20 clients and provides casework services to individuals in social, economic, and physical needs.
- Provide case management and emergency financial assistance.
- Develop support systems to meet client needs by identifying and coordinating various available services necessary to maintain independent living and, when possible, self-sufficiency and family stabilization.
- Refers clients to housing specialist programs or other services. Responsible for resource referrals for clients in coordination with case managers.
- Maintain thorough and accurate progress notes, files, and correspondences in HMIS and Salesforce databases.

Administrative

- Manages agency client recertification processes by ensuring document compliance of client files.
- Keep current on the agency policies and procedures, including financial assistance, database administration, and file compliance.
- Ensured all supporting documents were verified and on file in Salesforce.
- Maintain timely client files for all clients and prepare files for audit.
- Distribute vouchers for food, gas, motels, and other emergency items. Administer direct assistance funds and Parks and Recreation fee waivers.

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- Provide information and referrals for callers, walk-in clients, and existing clients.
- Coordinate, participate, and assist with CARE workshops, WVCS Special Programs and events.

Qualifications:

- Interest in social work or social services
- Ability to work with people from diverse backgrounds and/or with language barriers. Bilingual is highly desirable.
- Interpersonal skills with the ability to communicate in individual and group settings.
- Ability to embrace WVCS' mission to provide basic human needs with compassion and in a dignified environment.
- Valid California driver's license/ID and insured automobile preferred.

Benefits:

- Medical, dental, and vision coverage
- Vacation, paid holidays, and personal days
- 403(b) Retirement Plan with match
- Professional development opportunities

Salary:

- \$21.31-\$24.74/hour (\$44,325-\$51,459/year)

Job Type:

- Full-time, Permanent

Schedule:

- 8 hour shift
- Day shift
- In-person, Monday-Friday, 8am-5pm, occasional evenings and weekends

At West Valley Community Services, diversity is one of our core values. We engage with a diverse community of clients, staff, volunteers, and donors, and believe diversity makes us stronger. We encourage people from all backgrounds and all identities to apply.

West Valley Community Services is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender identity/expression, age, religion, disability, sexual orientation, genetics, veteran status, marital status or any other characteristic protected by law.

Email Cover Letter and Resume to:

WVCS Jobs – hr@wvcommunityservices.org [Please indicate “CARE Case Worker” in the subject line of the email]