

POSITION: SE Caseworker
DEPARTMENT: Southeast Residential Services
REPORTS TO: Shelter Manager

Status: Non-Exempt
Hours: 35/week

SCOPE OF WORK:

Ensure that all participants in the shelter develop plans that enhance safety and a quality of life free from violence during their shelter stay and beyond. Support the mission and goals of the shelter program and maintain a respectful attitude toward all participants and staff at all times. **It is expected that the Caseworker's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment, and professionalism.**

PRIMARY DUTIES:

- Works with all participants on goal setting and achievement, obtaining assistance, and networking with community providers to meet participants identified needs
- Assists participants in transition planning for life after the shelter program
- Develops community network of services, including coordination of housing resources for participants.
- Coordinate and/or provide transportation for participants in need of accessing community services, including incoming or departing residents to and from the drop off point
- Completes casework forms along with documenting client progress within program
- Is an advocate for participants in shelter immediate needs, issues and intake-related questions
- Plans and facilitates house meetings and team meetings as appropriate
- Assume specific administrative/programmatic responsibilities related to caseload and program as needed
- Provides hotline coverage as needed
- Participates in rotating on-call, holiday and back-up coverage
- Communicates orally and in writing with shelter staff regarding participants progress, development and areas of concern
- Performs other various tasks as requested by the Manager and/or Senior Management
- Assists participants in applying for housing and attaining income.
- Acts as supervisor to relief staff and residential advocate when manager is absent.
- Works with participants following empowerment model

SKILLS AND ABILITIES:

- Ability to communicate effectively and with sensitivity
- Strong interpersonal, organizational and prioritizing skills
- Self-motivated, self-reliant, dependable
- Team building and decision-making ability
- Maturity, self-awareness and initiative
- Flexibility of time/scheduling
- Valid driver's license and dependable transportation
- Basic computer skills
- Ability to express ideas and recommendations both clearly and concisely
- Ability to act as a professional and hold appropriate boundaries with staff and participants

EDUCATION & EXPERIENCE:

- Bachelor's Degree in related field or equivalent life/work experience
- Work experience in human services or related field preferred
- Experience with domestic violence and sexual assault issues preferred
- Bilingual/ bicultural preferred

It is the policy of New Hope to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, New Hope will provide reasonable accommodations for qualified individuals with disabilities.

New Hope's goal is to increase representation of women, people of color, veterans and individuals with disabilities. Our programs are designed to comply with all applicable federal, state and local laws, directives and regulations and cover all human resource actions including employment, compensation, benefits, training, education, tuition aid, transfers, promotions and social/recreational programs.