



Caseworker

Status: Full Time, Hourly (non-exempt) **Supervisor:** Program Director

Compensation: Commensurate with experience **Work per week:** 40+ Monday-Friday, some evenings/weekends

Location:
1717 N. Stoughton Rd., Madison WI

Opening Date: 5/29/2020 **Closing Date:** Until Filled

Summary:

Community Action Coalition For South Central Wisconsin works to develop the economic and social capacities of individuals, families and communities in Dane, Jefferson, and Waukesha Counties. The Caseworker is responsible for developing relationships with participants to assess their needs and connect them to wraparound services. A caseworker uses motivational interviewing and other communication techniques to implement a process for client intake, assessment and coordination of CAC programs and services across three counties. Caseworkers develop connections across communities to ensure community members in need can connect with CAC programs and services. The ideal candidate respects individual dignity through a commitment to social justice and equity.

Applications accepted by mail and online

Mail: Attention: HR

Online: [Click Here](#)

1717 N Stoughton Rd., Madison WI

53704-2605

jobs@cacscw.org

Required Documents: The following documents are required based on the job: Resume, Cover Letter and Application (online or PDF)

Applications and Documents submitted with missing information will not be considered.

An Equal Opportunity/Affirmative Action Employer

5/26/20

Tasks and Duties:

Leadership and Coordination (50%)

- Assess community needs and support coordination of CAC programs and services.
- Provide intense case management, information and referrals, housing location assistance, advocacy, mediation, coaching or training, and assist in the forging of strong linkages between participant and other social service organizations as well as follow-up. Coordinate individual participant services with other agencies, as needed, including groups specializing in domestic abuse issues, AODA treatment, parenting skills, mental health, physical well-being and employment and training.
- Leverage, link and access community resources for household members with instruction on how they can access services on their own.
- Maintain working knowledge of CAC programs and services reporting requirements.

Program Compliance and Quality Improvement (10%)

- Work with a team to realize and exceed program goals.
- Assure the collection, compilation, maintenance and distribution of accurate data and information on participants.
- Maintain accurate records, logs, files and statistics. Document contacts with participants, weekly achievement plans, goals set, goals met and the need for new or on-going services.
- Maintain up-to-date information regarding welfare reform, public assistance programs, health insurance availability, employment and training programs, employment opportunities, child care, independent living skills, parenting resources, transportation programs, housing assistance programs, listing of affordable housing units, and trends and issues impacting people affected by poverty, homeless persons or families in crisis.

Professionalism and Outreach (10%)

- Represent CAC on local community work groups and coalitions.
- Develop and maintain community partnerships to advance the mission of CAC.
- Support agency fund development campaigns.
- Design and support an equitable client intake process.
- Maintain scheduled hours at program site.
- Attend agency meetings and training sessions.
- Prepare and submit timely reports as required by the funding source.
- Perform other related duties as requested by supervisor.



Administration and Project Management (30%)

- Maintain and organize participant records, grant reports, communications, and other critical work-related materials.
- Support the implementation of agencies strategic efforts.
- Other duties as assigned.

Required Knowledge, Skills and Abilities:

- Demonstrated experience with coordination of programs and services targeted for individuals and families affected by poverty, preferably in a social service agency.
- Experience and/or training in social services.
- Experience and/or training with techniques, principles and/or best practices of case management.
- Experience with data entry to ensure accurate reports, records and documentation.
- Commitment to full participation of people experiencing poverty.
- Knowledge of the problems caused by poverty, the socio/economic problems and needs specific to individuals and families affected by poverty, the resources generally available to address these needs and respect for the strengths and capacities of individual and families to improve their lives.
- Effective written and oral communication skills, both on an individual and a group basis.
- Demonstrated dependability, punctuality, self-motivation, initiative and an ability to work with a minimum of supervision and as a team; detail-oriented, and ability to manage multiple priorities and prioritize tasks.
- Ability and willingness to maintain a high degree of confidentiality regarding participant and program information and discretion in working relationships.
- Ability to work effectively with people of diverse racial, cultural, social, educational and economic backgrounds, including high risk populations.
- Ability to keep thorough and accurate records, prepare comprehensive reports, and maintain participant data using a computer database system.
- Exhibit dependability, initiative and the ability to work with minimal supervision and as a part of a team.
- Ability and willingness to maintain confidentiality regarding participants and program information, and to exercise discretion in working relationships.
- Ability to convey a professional image in the community.
- Possess a valid driver's license or ability to obtain within thirty days of hire and access to an insured motor vehicle, working telephone and the ability to maintain all the above.
- Competency using technology, including demonstrated skills in:
 - Word and Excel;
 - Wisconsin Service Point or HMIS (state database program);
 - Sales Force (internal database);
 - Rental markets in the service area, rental procedures, and tenants' rights;
 - Food recovery and safe food handling techniques;



- Access to a reliable, insured motor vehicle;
- Wisconsin driver's license;
- Working telephone.

Preferred Knowledge, Skills and Abilities

- Training or experience working with social service resources available in the counties CAC serves.
- Bachelor's Degree, or equivalent work experience.
- Ability to communicate in Spanish, a Southeast Asian language or American Sign Language or other form of communication.