

Are you looking for a meaningful career that makes a difference in people's lives?

CAC Caseworkers provide support for individuals experiencing housing insecurity and homelessness. Our team is responsible for the management and implementation of Housing and Urban Development housing first programs across Dane, Jefferson, and Waukesha County. We work in partnership with many other social service agencies and community partners in each county to end homelessness and help get clients back on their feet. Bilingual individuals, Veterans, and Black Indigenous People of Color (BIPOC) are strongly encouraged to apply.

CAC is a social justice oriented non-profit with a mission to transform our communities by fostering conditions where everyone can achieve social and economic security. We are best known for our free food bank, Koats for Kids program, and homeless housing services. Serving our communities since 1966, CAC has a strong legacy in civil rights, poverty alleviation, and community mobilization.

CAC offers incredible benefits to staff including:

- 100% health care insurance coverage for individuals or 75% health insurance coverage for family plans
- 12 days of Paid Time Off, 12 paid holidays, and two weeks' paid Winter Break (Last two weeks of December)
- Remote work flexibility 1-3 days per week
- Opportunities for professional growth and voice at the agency
- And much, much more!

We are seeking two caseworkers to serve Jefferson and Waukesha Counties.

Caseworker

Status: Full Time, Exempt

Supervisor: Program Director

Compensation: \$38,000-45,000

Work per week: 40+ Monday-Friday, some evenings/weekends

Location:

327 E. Broadway, Waukesha
Jefferson County TBD

Opening Date: 5/27/2021

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
1717 N Stoughton, Madison WI 53704
jobs@cacscw.org

Online at www.cacscw.org/employment

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

Tasks and Duties:

Leadership and Coordination (50%)

- Assess community needs and support coordination of CAC program 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.
- Maintains 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 or 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 a 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 a 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; be detail-oriented, 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 of 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.

Updated: 5.27.21