

Case Worker Job Posting (BSW)

Matthews HELP Center is a growing 501c3 non-profit service organization. For 47 years, the Center has provided crisis assistance to the Matthews community and surrounding area. Our mission is to provide short term crisis assistance to our neighbors in the Greater Matthews Community. Founded in 1979, we are proud to say that MHC is supported through the generosity of individuals, families, foundations, area churches, businesses and proceeds from our Backporch Treasures Thrift Shop. www.matthewshelpcenter.org

***POSITION SUMMARY:** The Case Worker will be a *full-time* employee and will provide short-term crisis assistance services to clients and their families. Eligible clients are provided with assistance for past due rent, utilities, food, gasoline, bus passes, clothing, budget awareness and helpful resources in the community. The goal of these services is to provide the highest-quality service to clients with the objective of assisting them through financial crisis and moving them toward self-sufficiency. The core values practiced daily by all staff state: **HELP-HOPE** as we serve as a bridge to a better quality of life; **Empathy**-we approach each interaction with kindness & compassion as we seek to understand the uniqueness of every situation; **LOVE**-we treat each other with respect, dignity, & listen without judgement; **PARTNERSHIP**-We engage with the community to empower our clients to overcome their current crisis and be better prepared for tomorrow.

RESPONSIBILITIES: The Case Worker is responsible for the delivery of crisis assistance including, but not limited to, the following:

- Complete assessments of the client's needs based on service requirements, via virtual telephone/computer and face to face. Determine client eligibility for program assistance based on specific program guidelines and restrictions
- Manage a variety of online inquiries & calls, providing initial screening and assessment for crisis intervention with utmost proficiency
- Assess client needs based on MHC criteria
- Provide budget/financial awareness
- Document client records according to established standards
- Schedule client appointments
- Facilitate services

- Oversight of service programs as assigned
- Report-related data and measurement outcomes
- Develop and maintain a good working rapport with intra-department personnel, other departments within the facility and outside community to determine eligibility for assistance
- Must be able to work independently as well as part of a team

- Ability to build and maintain effective working relationships with the public and community agencies. Ability to cultivate and maintain effective relationships with a diverse group of people and remain sensitive to their concerns.

QUALIFICATIONS:

- Bachelor's or master's degree in social work
- At least 2 years of Social Work experience
- Excellent communication skills; written, verbal, electronic (such as updating case notes and calendar immediately) are vital.
- Spanish speaking a plus
- Experience with financial budgeting
- Experience with data, research, and development of reporting/presenting outcomes
- Strategic thinker and growing knowledge of resources available to assist clients
- Passion for community/macro social work as this is not a clinical position
- The ideal candidate must be a skilled communicator, director, and motivator. Able to organize and prioritize many tasks effectively in a fast-paced environment
- Ability to pivot effectively from one task to another.

*This job information is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

WORK REQUIREMENTS:

- Position requires sitting and performing repetitive movement while using the computer and telephone
- Weeknight and weekend work is sometimes required
- Computer literate
- Excellent computer skills in Microsoft Office and database entry
- Salesforce Database experience a plus

Pay commensurate with experience and education. MHC is an Equal Opportunity Employer and drug-free/smoke-free work environment.

Monday-Friday

Cover Letter & Resume required. Please send to

Aurora@matthewshelpcenter.org

Accepting applications until filled. NO PHONE CALLS or WALK INS.