

# Job Posting

**Job Title:** Temporary Services Facilitator/Case Worker

**Agency:** Community Action Partnership – Oneida Office

**Classification:** Non-Exempt

## **JOB SUMMARY:**

The goal of this position is to assist families with meeting basic needs. This is done by providing direct service (casework) to eligible clients to stabilize essential needs, including permanent, safe, and affordable housing, utilities, transportation, and information and referrals for additional CAP or outside services. This will be done with funding from various grants.

The Facilitator guides activities to ensure clients have needed services to achieve independence within the community and progress towards self-sufficiency. Facilitator will account for outcomes with clients by keeping accurate records and client data by implementing the policies and procedures of the agency and grantors.

## **JOB DUTIES:**

- Meet with individuals and families in an office location or alternate location convenient to the consumer.
- Conduct intakes and review applications to determine eligibility for the programs and facilitate the consumer's identification of needs.
- Distribute financial and in-kind resources to address client needs based on agency protocols and eligibility criteria.
- Meet performance targets as set by grantors and the agency in the delivery of services to eligible clients
- Create outreach materials, applications, or other documents as needed
- Keep accurate records, comprehensive case notes, and demographic information as required by grantors and the agency.
- Provide resources and referrals if needed for other services.
- Other duties as assigned.

## **QUALIFICATION STANDARDS:**

- Associates Degree in Human Services or related degree with at least two years' experience working in human services. In Lieu of degree, at least 3 years direct work experience.
- Must possess strong oral and written communication skills, the ability to work independently and as a team member, ability to keep information confidential, and the ability to establish healthy client/worker boundaries.
- Proficient in use of computer and Microsoft applications (particularly Word and excel); experience with automated data bases preferred.
- Knowledge of Madison County resources preferred
- Valid driver's license and own transportation.

Candidates must be able to pass an acceptable background check. Employment will be conditional pending the outcome of the check. If you are interested in being considered for this position, please submit your resume and cover letter to: [HR@capmadco.org](mailto:HR@capmadco.org). CAP is an EOE/AE.

