Job Description – Case Worker

**Status:** Non-Exempt

**Hours:** 1.0 FTE (Full-time, 40 hours, occasional evenings and weekends)

**Compensation:** $45,000/yr

**Reports to:** Assistant Manager of Client Services

**Job Summary:** Case Worker is directly accountable to the Client Services department in assisting with case management, workshops, outreach, and special projects. In addition, this position is responsible for all aspects of any additional duties and assignments as delegated by the Assistant Manager of Client Services. This position is required to be in the office.

**DUTIES AND RESPONSIBILITIES**

**Case Management**
- Manage a caseload of clients and maintain case files.
- Provide case management and emergency financial assistance.
- Conduct comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate to develop a case plan.
- Develop support systems to meet client needs by identifying and coordinating a variety of available services necessary to maintain independent living, and, when possible, self-sufficiency and family stabilization.
- Provide supportive counseling and advocacy for clients.
- Refer clients to available therapeutic, social service, educational, and medical resources when appropriate.
- Conduct crisis intervention as necessary.
- Monitor and verify services provided to each client on a monthly basis, determining the quality and effectiveness of services provided.

**Administration**
- Conduct new client intake and ensure all supporting documents are verified and on file.
- Interview clients and determine eligibility for emergency assistance, general assistance, and special programs.
- Maintain timely case management files for all clients.
- Monitor and document the progress of clients.
- Distribute vouchers for food, gas, motels, and other emergency items. Administer direct assistance funds and Parks and Recreation fee waivers.
- Provide information and referral for callers and walk-in clients.
- Develop, perform, and assist with workshops pertaining to client’s needs.
- Coordinate, participate and assist with outreach events.

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West Valley Community Services is an at-will, Equal Opportunity Employer

WVCS | 10104 Vista Drive | Cupertino, CA 95014
(408) 255-8033 – Voice | (408) 366-6090 – Facsimile
www.wvcommunityservices.org
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West Valley Community Services believes that each employee makes a significant contribution to our success and should not be limited by the assigned responsibilities. This job description outlines primary duties, qualifications, and job scope, but is not intended to be a comprehensive description of job responsibilities. We expect each employee to offer his/her services as necessary to ensure the success of our endeavors.

QUALIFICATIONS

- Bachelor of Arts or Science degree in social science related field.
- Bilingual, bi-cultural Spanish or Mandarin preferred
- Basic computer skill to use word, excel, power point
- Demonstrated skills in working with clients from various backgrounds and embraces WVCS’s mission to provide basic human needs with compassion and in a dignified environment.
- As a small organization operating in a very dynamic environment, a significant amount of flexibility and teamwork is required. Employees are expected to work collaboratively to ensure organizational success.

This position description intends to describe the general nature and level of work and is not intended to include all duties and responsibilities. Due to the nature of our clients’ needs and our Agency’s operations, responsibilities may be modified at any time.

ABOUT WEST VALLEY COMMUNITY SERVICES

West Valley Community Services is a nonprofit organization that has been providing safety net services to low income and homeless individuals and families in the west valley region of Santa Clara County for more than 40 years. The mission of West Valley Community Services is to unite the community to fight hunger and homeless. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

At West Valley Community Services, we value:

-Compassion – We respond to the needs of others with sensitivity and kindness.
-Dignity – We treat everyone with honor and respect.
-Integrity – We operate with honesty and strong moral principles.
-Service – We bring together the community to help others.
-Diversity – We value each individual’s uniqueness.
-Ingenuity - We approach our work with creativity and resourcefulness.

These values inform the work we do with our clients, our staff, our board members, and the community.

West Valley Community Services offers a range of safety net services to clients, including a food pantry, affordable housing, emergency financial assistance, a mobile food pantry, financial coaching, family support,
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case management, and referral services. We also partner with county agencies to ensure clients have access to public health and food assistance benefits. Our programs target families with children, at-risk youth, seniors, individuals, and disabled adults who are extremely low-income, living on a fixed-income, homeless or are at risk of becoming homeless.

West Valley Community Services is the only nonprofit agency helping the almost 22,000 men, women, and children living in poverty in the west valley communities of Cupertino, West San Jose, Monte Sereno, Saratoga, Los Gatos and the surrounding mountain regions. We provide the most vital and basic human services to the community’s neediest individuals and families.

Email Cover Letter and Resume to: WVCS Jobs – HR: hr@wvcommunityservices.org
(Please indicate “Case Worker” in the subject line of the email)