

**REDWOOD COMMUNITY ACTION AGENCY
Youth Service Bureau Division
JOB ANNOUNCEMENT**

JOB TITLE: CASE WORKER I

STATUS: Fulltime plus complete benefit package; 40 hours per week

PAY RATE: \$21.00 per hour

AVAILABLE: Immediately

DEADLINE: Open until filled; interviews will take place as qualified applicants are received.

APPLICATION PROCESS:

Required [Employment Application](http://www.rcaa.org/employment-application) and instructions for submitting your application materials are available at www.rcaa.org/employment-opportunities a resume with your application is highly recommended.

PLEASE NOTE: Not all applicants will be selected for interviews. Only candidates selected for interviews will be contacted regarding their status. Late applications (if a deadline is listed), incomplete applications or resumes without applications will not be accepted.

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POSITION PURPOSE

Under the general supervision of the Division Director, and the direct supervision by the assigned management staff or their designee, the Case Worker I will provide: crisis intervention, case management services, client advocacy, life skills education, and information and referral services to the program clients. To assess client and/or family needs; implement and monitor appropriate strategies to meet identified needs; maintain adequate case notes to monitor and analyze service delivery; prepare various reports as required; provide community outreach and liaison with other local service providers; initiate or assist in community development activities to increase the availability of services to clients and families.

- Bachelor of Arts in social work, psychology or related field (experience may be substituted for education on a year by year basis)
- College degree in a non-related field and (1) one year of experience may be substituted for bullet #1
- One (1) year experience working with children, youth and families in a counseling, crisis intervention or similar capacity

ESSENTIAL JOB FUNCTIONS

Specific Tasks

- Provide supervision, assistance and mentoring in activities of daily living (i.e. hygiene, cleanliness of living areas, nutrition, employment readiness, appropriate social and/or recreational activities, educational needs and transportation).
- Conducts intake activities for new residents; including, verifying all documentation, completing required forms, coordinate with clinical staff, make room assignments and assure residents enter the facility in a safe manner without any inappropriate belongings.
- Assess client needs; identify services to meet those needs and develop a service delivery plan with the assistance of client and/or family; also lead client or family meetings/mediations.
- Implement broad based treatment methods to meet needs of individuals with mental health issues
- Monitor and evaluate achievement of service delivery plan.
- Case conference with referring agency personnel and other significant individuals and work cooperatively with personnel from law enforcement, probation, child welfare services, schools, and other client-serving agencies (public, private and non-profit)
- Maintains updated case notes; maintain resident's records in compliance with programmatic, state, and federal standards.
- Complete work activity reporting as required, and in compliance with all California laws and funding source standards and regulations.
- Attend weekly case supervision meetings with Head of Clinical Services; come to those meetings prepared with case information, service delivery plan, and any problems encountered.
- Confer with other staff, program leaders and clinician regarding client needs and ways of improving staff ability to impact clients in a positive manner.
- Represent the Division at various team community meetings.
- Expand community knowledge of the division's programs and services through collaboration with other service providers.
- Collaborate with multidisciplinary teams to plan treatment strategies and assist with developing treatment programs for clients.
- Facilitate weekly groups and life skills classes with clients.
- Attend in-service trainings as required.
- Maintain case notes, records, and program compliance.
- Provide for all clients' safety.
- Assists to manage assaultive behavior and crisis intervention; to provide support and assistance in problem resolution; and to coordinate/arrange for the provision of needed services to address these issues.
- Support and assist clients on a regular basis in developing or maintaining the skills required to achieve and sustain independent living status (i.e. socialization, rehabilitation, etc.)
- Transport clients to medical, psychiatric or legal appointments, shopping, and to other providers as needed to insure reaching goals of case plan.

- Arranges for use of various community resources and secures necessary equipment and transportation for such activities.
- Respond to on-call duties as assigned; and other duties as assigned or necessary.

JOB REQUIREMENTS

Knowledge of and Experience With:

- Social work and mental health models of intervention; crisis intervention, family and ecological systems, and counseling theories/approaches
- Local community services and California laws pertaining to youth and families.
- Group dynamics and methods of resolving group conflict.
- Issues of homelessness, trauma, addiction, treatment, and recovery
- Motivational interviewing techniques and theories
- Basic networked computer skills: including Microsoft office word, excel, and outlook.

Ability to:

- Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
- Demonstrate good organizational skills and manage multiple tasks in an efficient manner.
- Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work
- Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
- Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.
- Maintain a professional, confidential work environment.
- Establish and maintain personal and programmatic boundaries while providing support services.
- Work effectively under pressure and with minimal supervision.
- Develop comprehensive assessments and develop clearly defined casework objectives.
- Mediate family conflict and negotiate contracts leading towards family reunification, if necessary
- Conduct self in a professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA's Personnel Policies and Procedures Handbook and the Employee Code of Conduct
- Work flexible hours, which may include evenings, weekends, and holidays, and arriving at work as scheduled and prepared.
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE CASE WORKER I – working in the Youth Service Bureau Division and the Community Care Licensed Facility #125000571 and 125002775. This position serves under the general direction of the Community Services Division Director and is directly supervised by the Shelter Program Manager or their designee. The Case Worker I will work with youth, ages 12-25 that are in various YSB Housing/Shelter Programs, are runaways, homeless or at-risk of becoming homeless; as well as their families, with a primary goal of family reunification or independence and prevention of referred youth entry into the juvenile justice system.

The position requires carrying a caseload of, on average, 12 active youth and up to 12 aftercare youth cases; and working with a team that fosters positive transitions and impactful outcomes for participants. This position may be required to act as Facility Manager in the absence of management staff.

Each Case Worker may be assigned specialized services in these three (3) areas:

- Provide outreach, information and presentations within the Community to partnering agencies, schools, law enforcement, health clinics etc. May advocate within the Community for YSB programs and conduct outreach services for potential shelter clients.
- Works with older youth who have aged out of foster care and are living in one of the YSB housing locations.
- Works with younger youth who are housed within the YSB Emergency Shelter.

CASE WORKER I ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Provide intake interview to determine program eligibility and whether or not crisis intervention is appropriate (i.e., suicide prevention, placement in shelter care)
- Provide telephone crisis intervention response to youth and families via the YSB hotline.
- Assist in the development of community delinquency prevention programs.
- Provide emergency field response and on-call after hours on a rotating basis. Ability to arrive at work within 30 minutes of receiving a call.

NOTE FOR ALL APPLICANTS

- This position is considered a “**safety-sensitive**” job and will be subject to RCAA’s “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy
- This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required by their supervisor.
- RCAA is an “**Essential Business**” that continues to operate during unexpected events, such as: earthquake, natural disaster or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while observing safety precautions.

OTHER REQUIREMENTS

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
- Must have means and capacity to perform job related work with personal vehicle, as may be required, and must have proof of current automobile insurance.
- Possession of a valid California’s Driver’s License with acceptable DMV driving record.
- Submit to background clearance and/or fingerprinting with acceptable results.
- Proof of current (within 1 year) negative TB test, or willingness to obtain one, if required.
- Valid First Aid and CPR certification or willingness/ability to be certified, if required.
- Proof of required education (i.e. AA, BA, MSW, etc.)
- Must have proof of having been vaccinated for COVID-19
- Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

BENEFITS

- All fulltime positions come with a complete benefit package, which includes the following:
- Medical, dental and vision (minimal share of cost and must work at least 30+ hours per week)
 - ** Health benefits become effective the first of the month following 30 days of employment
- 2 weeks paid vacation for year one, 3 weeks for year two, and 4 weeks for year five
- 12 days paid sick time per year
- 13 paid holidays and 1 personal day per year
- Employee Assistance Plan (EAP) paid for by the agency
- After one year of employment, RCAA contributes 3% of the employee's gross income to their 401(k) at no additional cost to the employee
- Part-time employees are eligible for paid vacation and sick time on a pro-rated basis depending on the number of hours worked. P/T employees may also be eligible for paid holidays dependent upon certain criteria in RCAA's paid holiday policy.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER