



**City of Phoenix**

# **Caseworker I**

Job Code:	07100	Job Function:	Human Services
Salary Plan:	006	Grade:	325
FLSA:	Nonexempt	Labor Assign:	Unit 3 AFSCME 2960
Benefit Cat:	003	EEO-4:	Professionals
SOC:	21-1093	Last Revision:	May 2020

*This description is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.*

## **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to provide moderately complex information and referral work for designated groups of clients requesting social service assistance. Work involves interviewing clients to identify problems, determining assistance needed, and referring them to the appropriate agency or field follow-up service. Responsibilities require considerable contact with members of poverty groups, other agencies, anti-poverty workers, and the public. Work is performed under general supervision of a Caseworker II or III. The complexity of work assignments differentiates this class from the class of Casework Aide.

## **SUPERVISION RECEIVED/GIVEN:**

Supervision is received from a Caseworker III, or another supervisor.

## **ESSENTIAL FUNCTIONS:**

- Interviews client, assesses needs and refers to appropriate community agencies and services;
- Develops case plans after completing oral interview and needs assessment;
- Acts as a liaison between clients and organizations and agencies;
- Creates and updates manual and/or computer database client files by recording each contact made with clients and families, and maintains records required for follow-up;
- Provides clients and staff with notices of community activities, resources and services and encourages client utilization;
- Keeps current files of social services available to area residents and provides information about how to obtain the services;
- Collaborates with service providers as required by case plans;
- Assists clients with applications for social services;
- Recruits clients for programs by identifying recruitment sources, developing publicity materials, and distributing and posting recruitment flyers;
- Provides emergency assistance, crisis intervention, and referrals to community agencies;



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- Provides emergency food box or refers to appropriate agency for food and emergency shelter;
- Assesses training needs of clients and families;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

### Knowledge of:

- Social service and workforce-related agencies and programs available in the community;
- Policies and regulations governing eligibility for clients.
- Effective interviewing and counseling techniques and procedures.

### Ability to:

- Interpret social service program regulations in a clear, and accurate, manner to clients.
- Communicate clearly and work effectively with members of minority and low socio-economic groups.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Maintain confidentiality of records and information.
- Communicate in the English language by phone or in person in a one-to-one setting.
- Comprehend and make inferences from written material.
- Produce documents written with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with other city employees and the public.
- Work safely without presenting a direct threat to self or others.
- Develops specific goals and plans to prioritize, organize, and accomplish work.

## **Additional Requirements:**

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
- Some employees who are skilled in a second language will be called upon occasionally to utilize that skill in the routine performance of their duties.

## **ACCEPTABLE EXPERIENCE AND TRAINING:**

Two years of experience in a social service programs, plus an associate's degree in social work, sociology, social services, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted. Other combinations of experience and education that meet the minimum qualifications may be substituted.