



INTEGRATED CASE WORKER I

DEFINITION: Applies regulations and procedures to determine eligibility of applicants and recipients for multiple public assistance benefits; provides basic employment services to clients; performs casework management duties for both benefit and employment services, and performs related duties as required.

Working under close supervision, Integrated Case Worker I is the entry level of the Integrated Case Worker series. Employees in this class attend training sessions and work under close supervision to learn regulations, work procedures, forms, and public assistance and/or employment program requirements.

ESSENTIAL JOB DUTIES: Incumbents in the Integrated Case Worker I/II classification receive supervision from a Supervising Integrated Case Worker or a Human Services Supervisor. Supervision may also be received from an Employment and Training Supervisor of a Social Worker Supervisor. Duties may include, but are not limited to the following: Interviews, advises and guides a diverse population of clients to ascertain employability, isolate barriers to employment, evaluate need for and authorize public assistance benefits, and authorize ancillary benefits/services necessary to mitigate the impact of employment barriers; Conducts complete appraisal of case records to assess clients' education, work experience, skills, abilities and job interest and attempts to match them with available employment opportunities; Identifies and presents alternative solutions to client issue and problems such as transportation, financial needs, employee/employer relations, and in setting priorities; Performs case studies to assess problems and develops appropriate types and methods of meeting client needs; participates in a multi-disciplinary team to develop an appropriate case treatment plan; May conduct field visits to monitor and investigate client progress and compliance with their employment and diversion from problems that hinder employability; Facilitates, monitors, and schedules Focus Groups for participants in Job Search and Work Experience Sites; Uses a computer to input client information through an automated system; Organizes and manages client caseload, taking required action within specified time limits established by regulation and local policy; Identifies clients who are not in compliance with employment plan and works with other staff to apply sanctions or to make other efforts to reconcile situation; Serves as a liaison with other service providers including other public agencies and professional staff; Consults with and coordinates case management with other staff and service providers; May consult with business, non-profit organizations, and public agencies to develop job opportunities including

establishment of agreements and protocols for placement of clients; Arranges for the administration and interpretation of vocational aptitude tests; researches labor market information; Develops employment and training workshops; Consults with businesses, service providers, educational entities and other organizations to identify pre-employment knowledge, skills and abilities necessary for effective transition to non-subsidized employment.

EMPLOYMENT STANDARDS

Education/Experience:

Two (2) years of full-time experience performing clerical duties. Experience must include substantial public contact with clients and basic interviewing for the purpose of gathering information and explaining policies or clarifying information needed; **OR** Eighteen (18) months of full-time experience with responsibility for one or more of the following: determining eligibility for loans, financial assistance, unemployment, veteran's benefits, or publicly or privately financed health counseling and/or social services programs; **OR** Eighteen (18) months of full-time experience with responsibility for performing case management, vocational guidance services, employment counseling or placement work; **OR** Successful completion of sixty (60) semester (ninety (90) quarter) units of college, including fifteen (15) semester (twenty-two and a half (22.5) quarter units) or fifteen (15) continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services.

Qualifying experience or education may be combined in order to meet the above requirements. When combining education and experience; fifteen (15) semester units or twenty-two (22) quarter units equals six months of experience.

Knowledge of: Community resources providing social, health, nutrition, housing, employment, training, child care, transportation and other necessary client services; General goals and purposes of public social services and public assistance programs; In-depth interactive interviewing and information gathering techniques; Laws, rules and regulations governing public funded employment and training programs; Customary practices used in employment training and job placement; Hiring trends and practices in the private and public sector; General theory and techniques in career planning, vocational guidance programs and employment guidance; Standard office practices and procedures, including filing and operation of standard and automated office equipment including basic computer applications; Record keeping principles and practices; Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

Ability to: Read, apply, and explain complex regulations, procedures and policies governing public assistance and employment services programs; Understand and apply vocational guidance, work-readiness appraisal, employment plan, and assessment theory and concepts; Understand and apply methods and procedures for mitigation/reduction of

barriers to employment; Motivate clients; Draw logical conclusions and make appropriate recommendations, independent judgments and decisions; Communicate clear and accurate information regarding clients, both orally and in writing; Organize and prioritize work assignments; Maintain accurate and systematic records; Prepare statistical and narrative reports; Use automated technology to maintain records and files; Establish and maintain cooperative working relationships with fellow employees, clients, partners, outside agencies and the general public.

Typical Physical Requirements: While performing the essential functions of this job class, the employee is regularly required to: use hands and fingers to operate a vehicle and a variety of office equipment; possess flexibility and endurance to sit, stand, walk, bend, squat, climb, kneel, twist, and reach; talk and hear clearly and concisely to communicate with general public, clients, supervisors, and fellow employees on a continuous basis; regularly lift and/or carry and/or move objects weighing up to 10 pounds, and occasionally lift and/or carry and/or move objects up to 50 lbs.

SPECIAL REQUIREMENTS: A valid driver's license will be required at the time of appointment; Current and future vacancies will be filled contingent upon continued funding; should funding cease, the position will be eliminated; Position may require pre-employment drug testing, physical and fingerprinting for background investigation; Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent with IRS background investigation requirements for access to federal tax information. A background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous background investigation for each employee that has access to federal tax information.