

## ***EBLEN CHARITIES JOB DESCRIPTION***

<b>Job Title:</b>	Client Services caseworker
<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Client Services Supervisor and Director of Operations
<b>Position Type:</b>	Full Time/Year-Round or Seasonal
<b>Classification:</b>	Regular

### **POSITION OVERVIEW**

The Client Services Caseworker is responsible for the execution of programs for Eblen clients.

### **RESPONSIBILITIES AND DUTIES**

1. Uses analysis and judgement in performing a client assessment and targeting programs appropriately based on the client's situation and needs.
2. Understands the availability of a variety of community services, federal and state programs.
3. Is skilled in establishing rapport with clients to determine need(s).
4. Gather and interpret client data obtained through interview process, case file review and/or third-party verification.
5. Organize and maintain ongoing caseload to maintain timeliness and quality assurance per Federal and State guidelines along with Buncombe County best practices for contracted programs.
6. Provide information to clients/applicants regarding programs, services and eligibility requirements and outcomes.
7. Identifies opportunities for improvement to report to the Client Services Supervisor and/or Director of Operations.
8. All other duties and responsibilities as assigned by the Client Services Supervisor and Director of Operations.

### **EDUCATION REQUIREMENTS**

High school diploma or equivalent.

### **EXPERIENCE REQUIREMENTS**

- Client or customer services experience preferred with strong interpersonal skills.
- Ability to be flexible and adapt to change.
- Able to successfully pass background check
- Proficient computer skills
- Commitment to treating our clients with dignity and respect and to the mission of Eblen Charities.

**UPDATED BY: Susan Riddle, Director of Operations**

**REVIEWED BY: Beth Russo, Executive Director**

**DATE: 9.29.2022**