



## **EBLEN CHARITIES JOB DESCRIPTION**

Job Title: Client Caseworker  
FLSA Status: Non-Exempt  
Reports To: Program Manager  
Position Type: Part-time and/or PRN  
Classification: Regular

Eblen Charities is a nonprofit located in Asheville, NC. We have served our community since 1991, providing financial and practical assistance to help our neighbors living in and at the edge of poverty or experiencing sudden hardship.

### **POSITION OVERVIEW**

Eblen Charities is seeking a part-time Client Caseworker to assist in receiving and completing applications for assistance, under the supervision of the Program Manager.

### **RESPONSIBILITIES AND DUTIES**

- Receive and review cases as assigned by the Program Manager.
- Conduct interviews by phone or in person to determine needs and eligibility, and after completing a client assessment, gather needed information to complete application.
- Identifies assistance programs based on the client's situation and needs, both within Eblen Charities and in the larger community and makes referrals as needed.
- Communicates with clients on the status of their application for help, provides information.
- Conduct Intakes as needed.
- Complete all case work with clients with kindness, compassion and respect, even when faced with difficult personalities.
- Manage caseload and check requests in an organized and timely manner.
- From time to time, complete other duties as assigned.

### **REQUIREMENTS**

- High school diploma or equivalent, some college preferred.
- Basic computer skills and knowledge with databases and the Microsoft Suite
- At least 1 year experience in working with highly demanding clients and/or customers.
- Strong orientation to providing high quality client service.
- Excellent written and verbal communication skills; and strong interpersonal abilities.
- Ability to be flexible and adapt to change.
- Genuine compassion for the well-being of people
- Commitment to treating our clients with dignity and respect and to the mission of Eblen Charities.

To apply, please send cover letter and resume to [events@eblencharities.org](mailto:events@eblencharities.org). A background check will be completed for anyone receiving a position offer before employment begins.