



Northfield Township

JOB DESCRIPTION

Title: Case Worker

Status: Non-exempt, paid hourly

Salary: \$50,000-\$54,000

Hours: Monday – Friday 8:30 am – 4:30 pm 11:00 am – 7:00 pm one or two Thursdays a month, attendance at events and meetings on weekends or evening hours

Reports To: Township Administrator

Closing Date: February 28, 2022

Start Date: March 2022

Location: Northfield Township Government Office, 2550 Waukegan Road, Suite 100, Glenview, IL 60025

Summary:

The Township Case Worker assists residents who are facing challenging life circumstances and connects them with the appropriate programs and services. By evaluating each individual's situation in a fair and supportive manner, the case worker determines the best programs to address the individual's needs and assists them in the application process or with referrals to partner organizations. The ideal candidate would possess strong interpersonal skills and the ability to relate and connect with others effectively. Perform general administrative duties in a team environment focusing on providing exceptional service to all Township residents.

Essential Duties & Responsibilities:

Administer Township Assistance Programs:

- Determine eligibility for assistance programs through a thorough intake interview
- Verify eligibility requirements and process applications
- Register clients for the Township's food pantry program
- Handle all communications from clients and prospective clients
- Establish and maintain an updated filing system and spreadsheets
- Track assistance distributions via VisualGA software database
- Oversee the Township's Angel Fund, including identifying potential recipients and tracking disbursements
- Reconcile gift certificate balance on a monthly basis
- Case management
- Provide guidance in obtaining services outside of Township programs; coordinate necessary referrals

Additional duties:

- Create, update and translate forms, applications and various documents
- Interpret for Spanish speaking clients
- Ability to make quick and accurate assessments for clients experiencing urgent needs; such as homelessness
- Function as Township liaison at monthly meetings with other social service providers to: discuss cases, community program, list to guest speakers and network
- Perform all duties related to LIHEAP (Low Income Energy Assistance Program) and other CEDA assistance programs
- Collaborate with Salvation Army Service Extension Program
- Identify and assess potential clients for Salvation Army Service Extension Program and assist with the application process
- Cross train in all areas, provide training to other as needed

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must possess the ability to relate to individuals from diverse ethnic, cultural and socioeconomic backgrounds and to work with them in a fair, supportive and cooperative manner.
- Strong interpersonal skills. Ability to relate and connect with others effectively
- Use analytical and decision-making skills while following policies and procedures
- Draw appropriate boundaries with clients
- Proficient record keeping
- Bilingual required: fluent in speaking and writing Spanish and English
- Provide outstanding customer service, in-person, over the phone and via email
- Ability to operate in a team setting with a positive and energetic attitude
- Possess general office skills, ability to establish and meet office production goals and effectively utilize time with minimal oversight

Education and/or Experience

Preferred Education:

- Bachelor's degree or higher in social services or a related field and
- Three to five years of work experience in the social services field

Computer Skills

Proficiency in Microsoft Office, Google Workspace, database management

Physical Requirements

- Must be able to remain in a stationary position for a large percentage of the day
- Occasionally move about inside the office and food pantry to access file cabinets and office equipment
- Operate a computer and other office equipment, such as copy machine, postage machine, computer and printer

Northfield Township is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, gender identity or expression, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.