



LiftUp of Routt County
Case Worker
JOB DESCRIPTION

Job Title	Case Worker (CW)
Employment Status	Part-time (20 hours per week)
Reports to	Director of Programs (and, on occasion, the Food Bank Manager)
Supervision Exercised	None.
Salary	\$20.00 per hour
Benefits	Paid Holidays, Sick Days, Paid Time Off, 401(k), Short and Long-Term Disability
Key Accountabilities	<ol style="list-style-type: none"> 1. Provide courteous, compassionate, and professional customer service to clients, community partners, and prospective clients 2. Manage intake, client eligibility, approvals, and payment requests in a timely manner while maintaining accurate records 3. Adhere to and enforce department and organization policies 4. Maintain confidentiality
General Description of Position	The Case Worker (CW) fields requests (calls, emails, and in-person meetings) for financial assistance from community members in a professional, compassionate manner for determining client eligibility for LiftUp programs. The CW explores potential eligibility for referral to other community resources, responds to those requesting support, and <i>at times</i> , acts as a liaison with other human resource agencies, vendors, etc.
Essential Duties	<ul style="list-style-type: none"> • Serve as the first point of contact for LiftUp’s Emergency Assistance Programs, and provide initial information and forms to begin the financial assistance process • Work onsite and digitally to handle client intake process, ensuring that necessary paperwork is completed and data is entered into client assistance database • Assist fellow Case Worker(s) to field Community Support inquiries and voucher requests or make other contacts as needed • Communicate with Food Bank Manager to learn of ongoing food support efforts (ex: Thanksgiving, food delivery, etc.) available to clients • Foster and maintain positive working relationships with fellow staff, volunteers, and community constituents • Attend staff meetings as needed • Maintain and report data related to inquiries, fund type, amount dispersed, etc. needed for community and board reporting • Follow all LiftUp COVID-19 and other safety protocols • Other duties as requested
Minimum Requirements	<ul style="list-style-type: none"> • Degree in social work preferred, but not required • Prior case management experience preferred

	<ul style="list-style-type: none">• Ability to speak Spanish preferred, but not required• Laptop/computer with mic and webcam with strong, consistent internet service• Familiarity with Microsoft Office Suite and Google docs/sheets• Learn Google Voice integrations and faxing procedure• Excellent interpersonal and communication skills and ability to maintain confidentiality• Ability to work comfortably with people from various socio-economic, racial, and cultural backgrounds with compassion and respect• Ability to meet deadlines, be self-motivated, self-disciplined and organized• Ability to multi-task in a fast-paced environment• Background Check Required
--	---

Revised February 2022