



Job Title: Social Services Case Worker

Department: Social Services

Reports to: Director of Social Services

Status: Full-Time/ Non-Exempt/
15-Month Grant Position

Schedule: 35 Hours/Week;
Monday-Friday; 9:00am-5:00pm

Job Summary:

We are looking for a Social Services Case Worker to help newly arriving immigrant families in Long Island City. You will be responsible for assessing and reporting on the needs of families that reside in the Hotel. In this role, you will be working with newly arriving families who are dealing with financial hardship. This role requires you to work collaboratively with our Housing Works Partners. To be successful in this role, you must be empathetic, with the ability to set boundaries. You will need to listen actively and ask pertinent questions to effectively apply available services. This is a 15-month grant-funded position.

Duties/Responsibilities:

The duties listed below are intended to describe the general nature and level of work of this position. The list is not meant to be exhaustive or restrictive. Other duties may be assigned under the supervision of The Director of Social Services.

- Provide a safe, non-judgmental, and empowering environment to the resident families.
- Provide individual case management, and group counseling services for residential clients.
- Provides case management services to clients (i.e., needs assessment/reassessment, service planning/service updates, referral to services, monthly check-in meetings). Supports clients in meeting their service plan goals.
- Work collaboratively with program staff and community agencies to facilitate the delivery of services.
- Provide needed information and referrals to outside agencies as needed.
- Assessing cases and compiling case reports containing relevant information.
- Ensuring that case reports are kept up to date.
- Providing support, guidance, and counseling to families in need.
- Scheduling and escorting individuals to appointments with legal aid workers, counselors, doctors, schools, etc.
- Motivating individuals to participate in ESL and career training programs.
- Maintain client files according to agency documentation policy/procedure.
- Clearly document hotline calls, intakes, exits, incidents, and observations.
- Attend and actively participate in staff meetings, supervision, and training as directed.
- Facilitate weekly client meetings.



- Work with residents to maintain a clean and safe environment.
- Reporting abuse and providing resources as needed.
- Any other duties that can reasonably be expected of you.

Required Skills/Abilities:

- Must be Bilingual and Fluent in both English and Spanish
- Excellent written and oral communication skills.
- Ability to be attentive to details along with effectively managing confidential information.
- Highly organized and detail-oriented.
- Strong problem-solving and critical-thinking skills.
- Comfortable working in a fast-paced environment, handling multiple projects, and interfacing with a diverse range of internal staff and external entities.
- Ability to prioritize tasks well in a high-paced and at times stressful environment.
- Must be socially perceptive to work with individuals who have difficulty expressing their needs.
- Passion for working with families; enthusiasm and high energy.
- Committed to the agency's mission.

Education and Experience:

- Minimum Bachelor's Degree and three years of relevant experience.
- Masters Degree in Social Work Highly preferred
- High proficiency with Microsoft Office Suite and

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Salary: \$68k

- ❖ *CHCF offers a comprehensive employee benefits package.*
- ❖ *CHCF is an equal opportunity employer and is committed to maintaining a work and learning environment free from discrimination on the basis of race, color, religion, national origin, pregnancy, gender identity, sexual orientation, marital/civil union status, ancestry, place of birth, age, citizenship status, veteran status, political affiliation, genetic information or disability, as defined and required by state and federal laws.*