



Job Title: Social Services Case Worker

Classification: Full-Time (40 hours/week)

Pay: \$21 per hour

Hours: Monday - Friday from 8 am to 5 pm. Occasional hours in the evenings and weekends.

Reports to: Social Services Supervisor

Work Location: In-Person

Casa Familiar (Casa) was founded in 1973 and is a 501(c)(3) community-based organization dedicated to serving residents in South San Diego County and specifically the border community of San Ysidro.

The mission of Casa Familiar is to enhance quality of life for people living in underserved and underrepresented communities.

Casa Familiar Values: Integrity, Respect, Familia, Culture & Community

Casa Familiar is hiring a Case Worker for the Department of Social Services who will be responsible for providing general social services, immigration services, tax preparation, and affordable housing resources to underserved and underrepresented communities. This position will be assigned to additional programs based on needs.

About this Position

Under supervision of the Social Services Supervisor, the Case Worker is responsible for working with community members in the preparation, filing, and monitoring of diverse services in the day-to-day functions of the Social Service Department. This position must be staffed by an individual who has strong verbal and written communication skills, attention to detail, and is passionate about serving underserved and underrepresented communities.

Key Responsibilities

- Provide community members with information about immigration benefits available through USCIS, work with community members to gather documents, and assist with completing such applications
- Maintain accurate and up-to-date physical and electronic files (Salesforce database) and detailed case notes, enter required data in a timely manner, and meet all case reporting requirements within established timelines and standards
- Complete assigned internal program track sheets
- Tax preparation
- Conduct consultations in a 1:1 setting
- Assist with completing diverse forms and applications (i.e. Sentri/Global, Passport Applications, Housing, etc.).



- Collaborate with staff and other departments to address community members' diverse information or referrals to other programs when requested
- Work with team and provide services and outreach activities off-site in community and social services centers to support program implementation to achieve high quality, efficient and impactful program outputs and outcomes in accordance with grant agreements, work plans and best practices
- Participation in special projects and activities related to agency's goals and objectives
- Participation in community events, including fundraisers, all-staff meetings, regularly scheduled team meetings, supervision meetings, and other meetings assigned
- Assist the community event committee assigned to and successfully complete the responsibilities assigned
- Adheres to Casa Familiar policies and procedures and meets all legal, contractual, financial and other compliance requirements
- Represents Casa Familiar in a positive and professional manner
- Supports the mission, vision, and values of Casa Familiar
- Other duties as assigned by the Community Services Director and/or Social Services Supervisor

Education & Experience

- Minimum of 2 years serving underserved and underrepresented communities
- High School Diploma, bachelor's degree in social work, political science, or any additional field relevant to Casa Familiar's mission and programs is preferred
- Minimum of 2 years of experience providing immigration services, tax preparation, affordable housing resources, and general social services
- Record of correct completion of forms
- Must get accredited through the Department of Justice to provide immigration services
- Must get accredited as a Tax Preparer
- Reliable transportation and must possess a valid California Driver's License (Required)
- Fluent in both English and Spanish, with excellent verbal and written communication skills in both languages
- COVID-19 full vaccination

Essential Skills

- Excellent advocacy skills and committed to serving underserved and underrepresented communities
- Excellent effective communication, verbal and written, and interpersonal skills
- Collaborative attitude that seeks to inspire and motivate others
- Ethical, professional, and reliable
- Attendance and punctuality are a must
- Ability to multi-task
- Positive attitude and team player



- Patient, resourceful, and motivated to problem solve
- Ability to prioritize cases, manage caseload and other tasks (i.e. Projects, company management responsibilities, etc.)
- Organizational skills and attention to detail to prevent ANY errors from critical forms being completed
- Ability to meet deadlines and goals

On the Job Training Requirements:

1. Cash Box Training & Review of Cash Handling Policies
2. Agency Phones System
3. Social Services Policies
4. Department of Justice (DOJ) Accreditation
5. Salesforce Training
6. Successfully pass required background check

Additional

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, being able to lift up to 25 lb. and able to drive to different locations and do other errands pertaining to organizational operations. A background check is required. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. This is a full-time position with occasional work responsibilities on weekends and/or evenings, depending on the season calendar.

Benefits:

- Medical, dental, vision, and life insurance
- Retirement: 403(b) – Casa contributes 3% of the annual income.
- Paid Time Off
- Paid Bereavement
- Paid Jury Duty
- Employee Retention Benefit

Casa Familiar is an equal employment opportunity employer. Casa does not and shall not discriminate based on race, color, religion, age, sex, 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.

If you have any questions, please email to hr@casafamiliar.org and include your first and last name, along with the position title for which you are applying, in the subject line of the email.