LANCASTER COUNTY
GENERAL ASSISTANCE CASE WORKER

NATURE OF WORK

This is advanced human service work providing general assistance services to qualified clients of Lancaster County.

Work involves responsibility for case management including assessment, planning, advocacy and follow-up; coordinating, managing and evaluating assigned services; networking with community agencies and developing outreach contact on behalf of and in support of client and family members. Work also involves participating in staff meetings, community groups and/or advisory councils. Supervision is received from an administrative superior, with work being reviewed in the form of reports, conferences and effectiveness of program services provided.

EXAMPLES OF WORK PERFORMED

Administers a variety of assessment tools and evaluating the results; interviewing applicants and evaluating behavioral and educational goals.

Provides information and referral, counseling, short-term case work and case management services which may include client assessment, planning, advocacy and follow-up; arranges client-confirmed services; participates directly in program activities/services, as needed; monitors and documents client needs, progress and success; identifies and maintains contact with community service providers to inform families of benefits, programs and services.

Conducts initial client screening.

Follows up with in-person interviews, opens case files and documents all issues related to each case in the County database system.

Compiles statistics and maintains records on client program participation; maintains confidential client records and case files.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the functions, programs and services provided by various community agencies as they pertain to the delivery of services to target group members of Lancaster County.

Knowledge of the principles, practices and techniques of executing social service work and delivering programmatic services to target group members.

Some knowledge of the sociological, behavioral and cultural factors influencing the behavior and attitudes of the specified target group to which assigned.

Some knowledge of automated client records management.

Ability to organize tasks and establish priorities in response to changing conditions and in emergencies.

Ability to assess, discuss and document a client's physical and mental abilities and to jointly formulate an effective action plan.

Ability to establish and maintain effective working relationships with co-workers, clients and families in adverse circumstances, community agencies, service providers and the general public.

Ability to communicate effectively both orally and in writing including facilitating meetings and delivering presentations and reports.

Ability to maintain confidential client records.

Ability to perform general computer data entry on specific software used by Lancaster County.

Ability to interpret laws and regulations applicable to General Assistance benefits.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in psychology, sociology, human services or related field plus experience providing program services or case management related to the position and program to which assigned.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent supplemented by college-level coursework in human or behavioral sciences, or other specialized training with some experience in a capacity related to the position and program to which assigned; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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