

City of Dallas
Classification Specification

Title:	Caseworker	Class Code:	26030
Application:	Career Series	Pay Grade:	G
Supplemental/Code:	Administrative/1	Established:	10/01/94
FLSA Status:	Non-Exempt	Revised:	01/01/09

Position Purpose:

Provides professional level casework services to individuals requiring assistance of social service agencies to ensure that the medical, social, and economic needs of individuals are effectively addressed and met.

Essential Functions:

1. Assists clients by interviewing clients and significant others and gathering specific information to determine preliminary eligibility for program(s) and make appropriate referral services to ensure that identified socioeconomic needs have been addressed and/or met.
2. Accepts referrals from agencies and interviews individuals referred to determine the nature and degree of problem, eligibility for program, and make appropriate referral.
3. Counsels individuals, families and groups by developing a client treatment plan to ensure that individuals receive appropriate services and interventions.
4. Maintains contact with various social services agencies and maintains awareness of the scope of services available to ensure adequate medical, financial, and social services are provided.
5. Makes home visits to assess clients needs, conduct follow-up interviews, and maintain contact with clients.
6. Makes presentations and issues health promotion materials (brochures, pamphlets, etc.) to educate and motivate individuals to move toward healthier lifestyles.
7. Obtains and maintains necessary information on individuals receiving assistance to determine continued eligibility for assistance.
8. Maintains contact with individuals and interacts with health care staff and other referred agencies to ensure proper assistance is received and provide further assistance as needed.
9. Performs other duties as assigned.
10. Regular, reliable and punctual attendance is an essential function of this job.

Knowledge, Skills and Abilities Required to Perform Work:

Knowledge of principles and practices involved in casework methods.

Knowledge of social service resources in the community.

Knowledge of social and health issues, and the ability to apply knowledge to the solution of diverse problems.

Ability to effectively interact with clients from diverse socioeconomic backgrounds.

Ability to communicate effectively, both orally and in writing.

Ability to make verbal presentations to various groups.

Ability to work closely with various agencies including law enforcement, schools, employers, health, welfare and recreation programs.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Working Conditions and Hazards:

Work performed in office and in field.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.