

# WACO HOUSING AUTHORITY & AFFILIATES

## POSITION DESCRIPTION

**TITLE: Social Service Caseworker**

**SUPERVISOR: Director of Community Services**

**MISSION STATEMENT OF WACO HOUSING AUTHORITY: Waco Housing Authority and Affiliates leverages assets and community resources to advance affordable housing options that are diverse, inclusive and promote resident independence and quality of life.**

**Duties and Responsibilities:** The Licensed Social Worker/Service Coordinator supports the mission of Waco Housing Authority and Affiliates by identifying needs of all ages of residents of public housing and coordinating resources desired by residents that promote self-sufficiency, empowerment and healthy communities. Referrals may include in-home health care and/or homemaker assistance, Meals on Wheels, MHMR, APS, CPS, Substance Abuse Counseling, Family and Individual Counseling, Mentorship Programs, Financial and Self Sufficiency Programs, Employment and Training Programs, and others. The Licensed Social Worker/Service Coordinator also is responsible for working with community partners to bring in workshops, classes, and/or health fairs for residents in all developments. The Licensed Social Worker/Services Coordinator also keeps in regular contact with and maintains data on medically fragile/homebound residents. The Licensed Social Worker/Service Coordinator must be a team player and have positive relationships with the community and co-workers. Other duties as assigned by Director of Community Services.

### **Qualifications and Knowledge:**

Bachelor's degree in social work degree (BSW or LMSW).

Current licensure through the Texas State Board of Social Work Examiners.

At least 5 years of experience as a social worker in the community is preferred.

Valid Texas Driver's License and good driving record.

Up to date knowledge of CDC COVID-19 information on transmission, disease, and vaccinations.

Knowledge of health resources in the community.

Ability to manage a caseload of residents that require regular intervention.

Understanding of health, economic and social disparities in low-income communities.

Good oral and written communication skills.

Ability to manage stressful situations.

Computer proficient with Microsoft Outlook, Word and Excel and other programs.

### **Supervision Received and Given**

The employee receives oral and written directions, primarily from the Director of Community Services. The employee keeps the Director informed of work progress through weekly and monthly reports. The Director may monitor interactions with fellow employees, community members and tenants. The supervisor will also audit client files to check for accuracy and appropriate and timely follow up.

### **Guidelines:**

The employee performs routine duties by following established Authority policies and procedures and other guidelines such as HUD regulations.

### **Complexity**

This position involves extensive interaction with tenants. Some social situations may be complex and will require good assessment and decision-making skills.

## **Scope and Effect**

The Community Services Administrative Assistant supports the Community Services Department and community members to help the department to have robust programs for the tenants of Waco Housing Authority.

## **Personal Contacts**

The employee has regular contacts with housing authority employees, community members and housing authority tenants

## **Physical Demands:**

Work involves face to face interaction with tenants. Covid vaccination is recommended but not required. Staff is required to wear masks when visiting with residents. There is some sedentary work involved when documenting client interaction and doing reports. Work may involve some light walking on the grounds in hot or cold weather. The employee may occasionally push, pull, and/or lift objects up to and over 25 pounds.

## **Work Environment:**

Work involves normal risks and discomforts associated with office environment but is usually in an area that is adequately heated, lighted and ventilated. Worker will be required to make regular home visits. Work may involve occasional weekends and evenings.