



COUNTY OF GALVESTON

**CLASSIFICATION TITLE:** Caseworker  
**DEPARTMENT:** Social Services  
**REPORTS TO:** Social Services Manager

SS/6

**PAY GRADE:** 12                      **Date Created:** August 1, 2002                      **Approved by:** kb  
**PAY STEP:** \_\_\_\_\_                      **Date Revised:** July 8, 2009                      **Approved by:** \_\_\_\_\_  
**FLSA STATUS:**    Exempt     Non-Exempt

**POSITION SUMMARY:** This position determines the eligibility of clients for applicable services based on need and income. **In the event of a mandatory evacuation this position will be assigned to assist with the evacuation and repatriation process under the direction of primary supervisory liaisons.**

**ESSENTIAL FUNCTIONS**

Interviews prospective clients to determine needs and eligibility; home visits are occasionally required;  
Reviews all documentation provided and requests any other relevant documents for determination of services;  
Calculates income to determine income eligibility;  
Refers clients to other social service agencies for additional assistance;  
Communicates with providers / vendors, such as landlords, utility companies, pharmacies, funeral homes, physicians, and other agencies;  
Investigates referrals for County burials, including search for family members and/or resources of decedent;  
Maintains confidentiality of all clients and client files;  
Maintains required statistical and financial reports as well as client records according to prescribed format and within given timetables;  
Keeps records of all client visits outside of office, including records of travel time and location;  
Attends Continuing Educations seminars, workshops, and training programs which will enhance job performance and maintain Social Work Associate license;  
Provides social service activities in emergency disasters as coordinated by the Office of Emergency Management, American Red Cross, Salvation Army, FEMA, and other related agencies;  
Performs other related duties as assigned.

**REQUIRED KNOWLEDGES AND SKILLS**

Comprehensive knowledge of the purposes, principles, terminology, and practices employed in the function of the position.  
Comprehensive knowledge of advanced professional techniques related to the function of the position.  
Comprehensive knowledge of laws, procedures, and policies as they relate to the mission of the department and the county as a whole.  
Comprehensive knowledge of administrative planning, management, and supervision as it applies to the position.  
Thorough knowledge of the preparation and interpretation of statistical, technical, and narrative reports regarding department activities.  
Thorough knowledge of Galveston County government, geography, economics, demographics, society, politics, policies, and procedures.  
Thorough knowledge of resources available for use in the completion of department objectives.  
Working knowledge of county department operations, organization, accountability, and responsibility.  
Working knowledge of the theories and principles of sociology and social psychology, particularly in the area of group interaction, mediation, facilitation, and conflict resolution.  
Ability to analyze recent problems, assess future problems, and formulate complex action plans to facilitate resolution of said problems.  
Physical condition commensurate with the demands of the position.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

The work is typically performed while sitting, standing, walking, crouching, or stooping. The employee must occasionally lift light and heavy objects and distinguish between shades of color. **The employee may be exposed to dust dirt, excessive noise, contagious or infectious disease.**

**SUPERVISORY RESPONSIBILITY**

None.

**MINIMUM QUALIFICATIONS**

Knowledge and level of competency commonly associated with the completion of specialized training in the occupational field, in addition to basic skills typically associated with a high school education.  
Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.  
Possession of or ability to readily obtain a valid driver's license issued by the State of Texas for the type of vehicle or equipment operated.