



Town of Branford Job Announcement

Posting Date: March 28, 2022

Closing Date: Until position is filled

Job Title: Senior Center Caseworker

Employment Type: Full time, Mon-Fri

Department/Location: Canoe Brook Senior Center

Hours per Week: 40 hours per week

Union Affiliation: UPSEA-Branford Employees

Assist Center staff with energy intake, rent rebate, and other social service casework as needed. This is a full-time position. Seeking candidate with social service experience and knowledge of local, State, and Federal assistance programs including Energy, Rent Rebate, SNAP, and MSPs. Must be detail oriented and able to multi-task in a fast paced office environment.

Essential Job Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Ability to assess client needs and clearly communicate program guidelines and documentation requirements to the public. Detailed knowledge of CEAP, LIHEAP, SNAP, Operation Fuel Programs, Utility Matching Payment Plans, and Weatherization programs is essential.
- Schedule client interviews, conduct interviews, and process applications in accordance with the policies and procedures as determined by program mandates.
- Respond to Energy Hotline inquiries about Federal, State, and local energy assistance programs.
- Assists with case management and delivery of other social service programs including (but not limited to) Rent Rebate, SNAP, MSP's, Benefits Rx, and housing.
- Detailed knowledge of programs and services designed to enhance independence and quality of life for seniors' age 60+ including: Ct Homecare, Senior Housing, Veteran's benefits, Medicare and healthcare.
- Prepare and present workshops on services & programs.
- Comply with confidentiality protocols and procedures in the delivery of services.

Other Functions:

- Performs similar or related work as required, directed or as situation dictates.
- Works cooperatively with all Senior Center Staff to ensure timely delivery of services and promote a team effort to serve the public.

Supervision:

<https://www.branford-ct.gov/departments/human-resources>

(203) 315-0628 or (203) 315-0629

Supervision Scope: Performs a variety of functions including energy assistance intake, rent rebate intake, and casework for other social service programs such as SNAP & DSS with an emphasis on identifying and assisting seniors in accessing programs and services. Requires a working knowledge of Senior Center operations and social service programs for seniors.

Supervision Received: Works under the general direction of the Assistant Director and Senior Center Director following department protocols, procedures and policies.

Supervision Given: None

Minimum Required Qualifications:

Education, Training and Experience:

Qualified applicants would possess a Bachelor's or Associate's Degree in social services or related field. Previous experience working in a social service position preferred; or any equivalent combination of education, training and work experience.

Knowledge, Ability and Skill:

Knowledge: Detailed knowledge of CEAP, CHAP, LIHEAP, Operation Fuel Programs, Utility Matching Payment Plans, Furnace Rebate Assistance, Weatherization programs, Rent Rebate, and SNAP; DSS programs, MSP's and elderly social service network, confidentiality protocol is essential.

Ability: Ability to deal with difficult clients and remain calm under pressure; ability to recognize, identify, assess and solve problems; ability to develop and maintain working relationships with clients and co-workers. Must be able to effectively communicate program guidelines and requirements to individuals and in a group setting.

Skill: Must be customer service oriented; possess keen assessment and effective communication skills. Qualified candidate must be organized and detail oriented with an aptitude for maintaining paperwork and managing a heavy caseload. Strong computer skills are required.

Job Environment:

Work is performed in a moderately quiet office. The caseload is heavy, fast paced, and demanding.

Requires the operation of a computer, telephone, copier, fax, and other standard office equipment.

Contacts require a high level of courtesy and patience. Errors in judgment or omissions could result in injury to others, delay in services, potential liability.

The Town offers a wide variety of benefits including: Medical & Dental Insurance, Term Life Insurance, CMERS Pension, Paid Vacation, Paid Sick Leave, Paid Holidays, etc.

Email your Resume and Cover Letter

CAREERS@BRANFORD-CT.GOV

TOWN OF BRANFORD
HUMAN RESOURCES DEPARTMENT
1019 MAIN STREET
BRANFORD, CT 06405

The Town of Branford is an EEO employer.

See attached document for a full job description.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law. The Town of Branford reserves the right to limit the number of qualified candidates who will be considered for the position. The files of all qualified candidates will be maintained for a minimum of six months from the announcement date. All candidates must successfully pass a substance abuse test given at the Town's expense. The Town of Branford conducts background investigations for all positions prior to hiring. Refusal to sign the release form will terminate the candidate from further consideration.