

Lead Caseworker
Samaritan Ministry of Greater Washington (SMGW)
Full-time

Position Summary

Are you known for providing wise advice? Are you familiar with the resources in the DC area? Can you develop multiple solutions to problems? Are you energized by working with participants, colleagues, and community leaders to create sustainable change in diversity, equity, inclusion, and accessibility?

If so, the lead caseworker position may be for you! We seek an enthusiastic, engaging, and dedicated person to provide casework to existing participants, recruit new participants through community connections, track participants' progress on goals, and collaborate with volunteers to provide the best possible participant experience.

Historically, we provided all casework services in person. Then we shifted to all-virtual services, by appointment. We are now moving toward a hybrid of the two and continuing to learn as we go.

Who We Are

Samaritan Ministry works to improve the lives of all throughout the Washington DC area, one next step and one neighbor at a time. Most of our participants need our support with their employment, education, health, or housing goals — but we will work with anyone who wants help! We have five sites and serve hundreds of people each year.

We strive to be a place where a diverse mix of talented people want to do their best work. That's why we recruit, employ, train and compensate regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

What You'll Do

Casework

- Conduct intakes and ongoing casework sessions, in person and/or virtually, with program participants. Assist participants with goal setting and a variety of goal related tasks (*e.g.*, online job applications; applying for benefits; advocacy, etc.)
- Create and update participant records in Salesforce database. Utilize reports to ensure that participants are contacted on at least a monthly basis. Maintain other participant files and records and ensure confidentiality.
- Submit monthly program reports to the Program Director.

Community Outreach

- Develop, maintain and expand relationships with local service providers and potential referral sources.
- Increase participant traffic flow by scheduling and conducting presentations, making cold calls, sending emails, etc.

Staff & Office Oversight

- Serve as Program Team Leader for the office. Train and support the work of volunteer staff and interns. Supervise community service volunteer.
- Ensure adequate supply of program materials (forms, resource directories, flyers, etc.) and office

supplies. Oversee distribution of direct service assistance (financial assistance, farecards, etc.); track and report account balances. Coordinate with Operations Director to ensure proper functioning of office equipment and IT services supporting program delivery.

- Oversee distribution of the site's in-kind donations (food, toiletries, etc.) in coordination with Volunteer Manager.

Organizational Responsibilities

- Participate in special events; identify participant success stories for promotional opportunities
- Attend staff meetings, trainings, and organizational events as required.
- Other duties as assigned.

Who You Are

- You have either a BA/BS degree plus four years of casework experience (including at least 3 years in one place) or eight years of casework experience, and are ready to take on increased responsibilities.
- You can navigate DMV's subsidized housing system and help others do the same, so they can obtain their own permanent housing.
- You are confident in taking a "tough love" approach to help participants learn new habits, break through barriers, and start building a track record of success.
- You have used databases and can organize your time and workload to document participants' accomplishments as they occur.
- You have basic skills in Outlook, Word and Excel, or can learn those quickly.
- You can occasionally work non-traditional hours and travel around Metro DC.
- You understand that discrimination exists in virtually every institution and setting in this country, and you want to be a part of the solution. Lived experience with navigating the challenges our participants face is a plus.
- Fluency in Spanish is a plus!

What You'll Get

You'll join a small organization that has a family-like feel and an engaged executive team. You'll get opportunities to participate in both team and all-staff meetings, and to expand your network by working with our dedicated volunteers and our partner organizations. You'll also have the opportunity to expand your role over time, based on your own professional development goals.

You'll also get the more traditional "perks" such as health, vision, and dental insurance, the opportunity to take part in our 403B savings plan, and a starting salary of \$42,000 to \$45,000 based on the skills and experience you bring. You will also get three weeks' vacation (including one week between Christmas and New Years') and a training budget to take advantage of professional growth opportunities.

If this sounds interesting, please apply by sending us a resume and a cover letter, explaining why you think this position is right for you. Please send them to Jennifer Seager-Valentine at jseager@samaritanministry.org.