



# USC University of Southern California

## Caseworker Job Description

### JOB INFORMATION

<i>Job Code:</i>	187319
<i>Job Title:</i>	Caseworker
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Social Work/Counseling
<i>Job Family Group:</i>	Social Work
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Serves as initial contact for clients requesting services. Interviews clients and others to obtain information to assess client needs and recommend treatment and/ assess treatment progress. Prepares and maintains confidential case records. Consults with service providers and community agencies on case management issues. Plans, chairs and convenes meetings of case management teams to discuss effectiveness of services. Makes referrals within stated limits. Performs case management duties for assigned clients.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	

#### Additional Education

**Check here if experience may substitute for some of the above education.**

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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#### Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related experience in mental health.
X		Demonstrated knowledge and skill necessary to provide appropriate care, interventions and services to age related and cultural needs of individuals served.
X		Knowledge of principles and practices of crisis intervention; interviewing techniques; psychosocial problems; principles, practices and techniques of counseling and case management documentation process.
X		Demonstrated ability to interact with people who are under physical and/or emotional stress.

**Knowledge, Skills and Abilities**

Req	Pref	Functional Skills
X		Ability to deal tactfully with others. Demonstrated interpersonal, critical thinking and communication skills.

**Other Job Factors**

**JOB ACCOUNTABILITIES**

	% Time	Essential	Marginal	N/A
Interviews clients and others to obtain information to assess client medical and and/or mental health needs and recommend treatment and/or service modalities. Provides referral, short-term individual and/or group counseling and crisis intervention services as appropriate.				
Monitors implementation of services as a member of an interdisciplinary team reviews and assesses treatment progress and service delivery; meets with clients and families to coordinate service delivery, assess treatment results and improve services when needed; and makes referrals to other programs and facilities as needed. Attends and participates in client discharge planning.				
Prepares and maintains confidential case records and narrative, statistical and team meeting reports. Maintains information system standards and other electronic systems as needed.				
Consults with service providers and community agencies on case management issues; assists in development of a community based referral network; organizes, coordinates and conducts reviews of community resources, social service agencies and other psychosocial referral sources.				
Plans, chairs and convenes meetings of case management teams to discuss effectiveness of services. Communicates program priorities and performance standards and assesses operations using these criteria. Plans and conducts quality assurance reviews and recommends changes as appropriate.				
Develops and maintains automated or manual systems and procedures to facilitate program operations. Assists in developing appropriate protocols through collaboration with administrators and clinical supervisors.				
Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.				

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.	Yes	A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.