

## FAMILY SERVICES CASE WORKER (PSOP)

Position Type:	<b>Full time</b>
Location:	<b>Saint Paul, MN</b>
Travel Required	<b>Local (under 25%)</b>
Required Education:	<b>Bachelor's Degree in Social Work</b>
Min Exp Required:	<b>2 years</b>



---

### Organization Overview

For 114 years Merrick Community Services has succeeded in its mission to ***improve the lives of residents of the East Side of Saint Paul by empowering individuals, strengthening families, and promoting their independence.***

Merrick Community Services was founded on Saint Paul's East Side in 1908 as the Christ Child Society, a part of a national model of settlement houses, which provided essential services to economically disadvantaged communities. Today, Merrick Community Services (MCS) stands as one of the oldest nonprofit agencies in Ramsey County, with a history of being steadfast in assisting individuals and families escape poverty and become self-sufficient. The core programs of MCS are the Food Shelf and Employment, Family, Senior, and Youth Services.

### Description

The Family Services Case Worker position is responsible for case management of parent and family engagement services for families referred by or to Ramsey County Family and Community Partnership Program. The focus is on implementation of ongoing case management services using the initial Parent Support Outreach Plan (PSOP); updating PSOP monthly, quarterly and yearly; developing and implementing resources and referrals to support PSOP; and engagement and involvement of parents/families through home visiting, crisis intervention, Merrick and community events, workshops and activities. The Family Services Case Worker will also strive to maintain a positive and supportive relationship with parents and families. This position reports to the Manager of Youth and Family Services.

### Responsibilities:

- Conduct initial intake when parents/families are referred or in need of referral to Ramsey County within five days of receiving referral information
- Review the initial case plan/parent services and outreach plan (PSOP) with established goals and outcomes; review and update plan monthly, quarterly and yearly
- Assist parents/ families in the creation of goals and evaluation to overcome barriers to success
- Work with parents/families in identifying community resources to meet established goals and skill development needs
- Develop and maintain strength-based relationships with parents/families referred through the program
- Develop and maintain effective and positive community partnerships and collaborations

- Maintain accurate case notes, client records, and database to meet the standard for monthly case notes, case reporting and financial billing for the Ramsey County Family and Community Partnership Program
- Meet monthly with Ramsey County Social Worker, Program Coordinator or other Ramsey County staff; consultant with Ramsey County staff regarding emergency financial management, emergency contact updates, and other unresolved client concerns
- Actively participate in Ramsey County quarterly partnership meetings and other scheduled meetings
- Attend all Merrick's meetings and events as scheduled
- Perform other duties as assigned

## **Qualifications**

- Requires a minimum of an Associate Degree with a focus on social and human services, social work, family services or a related field of study or a combination of training and experience providing equivalent knowledge; Bachelor's Degree preferred
- Successful experience as a case worker and working with the County's system is a plus
- Proven experience working effectively with a population that is diverse, inclusive and socio-economically challenged
- Knowledge of other community services available through networking
- Must be strength-based, self-motivated, goal-oriented, and possess strong interpersonal and communication skills
- Ability to deal with challenging situations in a calm, fair but effective and professional manner
- Ability to model respectful, inclusive, and responsible behavior that is consistent with the agency mission, vision, and values
- Ability to maintain utmost confidentiality
- Cooperative team member who can work independently
- Strong computer skills in the use of MS Office 2010 Suites
- Maintain databases, management and tracking systems, based on intake forms, PSOP, and the requirements of funders and Merrick Community Services
- This position requires a valid Driver's License and a reliable vehicle to travel locally.

*The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description. Employment at Merrick Community Services is at-will and may be terminated by either employee or employer for any lawful reason.*

*We welcome everyone to apply, especially those individuals who are underrepresented in our sector: individuals who identify as BIPOC, LGBTQI+ and gender fluid or gender nonconforming, individuals with disabilities (both seen and unseen), veterans, people of any age or family status.*

*Equal Opportunity Employer: All qualified applicants will receive consideration for employment without regard to age, race, color, religion, disability, marital status, national origin, sex, gender identity, sexual orientation, familial status, genetic information or a protected veteran status.*