

**UPWARD MOBILITY PROGRAM**  
**Annotated Guide**

Target Title: **Human Services Caseworker**

Position Title Code: 19785

Salary Grade: RC 62- 16

Credential or Certificate: Certificate or Credential

User Agency: Department of Human Services

Under direction, manages a public assistance caseload by performing professional casework duties and providing self-sufficiency evaluation and coaching for individuals and/or families receiving public assistance. Completes comprehensive assessments; assists clients in identification of skills, strengths, motivation, supports, etc., in achievement of self-sufficiency. In conjunction with the client, establishes a responsibility and service plan addressing barriers to self-sufficiency. As part of a case management team, ensures clients receive the necessary transitional and long-term services when multiple services are needed. Determines applicant's initial eligibility for categories of public assistance at the point of intake. Explains eligibility requirements to applicants and the general public. Responds to information line and written inquiries from clients, the public, the media, elected officials and others to resolve public assistance or child support problems. Investigates and resolves requests for Crisis Assistance Program, utility assistance, substitute parental care, supplemental child care, excess shelter, Protective Payment Program participation and Individual and Family Grant Program.

This is a dual Upward Mobility title. An employee can qualify as follows:

1. **CREDENTIAL** - A bachelor's degree.

Credential Grading Guide

"A" grade = Bachelor's degree in psychology, sociology/anthropology, social welfare or a closely-related field.

2. **CERTIFICATE** - A certificate obtained through the Upward Mobility testing process.

6/08 Salary Revised

7/00 Content