

# **JOB DESCRIPTION**

**POSITION TITLE:** Case Aide  
**DEPARTMENT:** Catholic Social Services  
**REPORTS TO:** Office Director/Supervisor  
**FLSA:** Non-Exempt  
**JOB CATEGORY:** IV-1

**POSITION SUMMARY:** Provides translation services and transports clients as directed to assist in the provision of social services to clients.

## **ESSENTIAL FUNCTIONS:**

1. Provides translation and interpreting services to assist in client interviews and case coordination, either in the office or at other locations; prepares correspondence for clients in the required language as directed.
2. Participates in the maintenance of case files and records; prepares and maintains statistical records and required documentation as directed.
3. Transports clients as directed to ensure provision of client services.
4. Keeps staff informed of specific client needs, frustrations, successes and/or failures of clients as pertinent in case progress and case coordination.
5. Participates in the Agency's Quality Improvement System and supports Agency compliance with relevant accreditation standards.

## **OTHER RESPONSIBILITIES:**

1. Participates in staff meetings, staff training and development activities.
2. Performs other duties as required.

## **EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. Graduation from high school or equivalent and fluency in the specific language.
2. Skill required to: work effectively with staff, volunteers, clientele, and the public; plan, organize, direct and coordinate project and volunteer support services; communicate effectively; promote social services programs; prepare and present reports; operate a vehicle to perform the essential functions of this position; depending upon assignment the position may require fluency, orally and in writing, in the English language and the language specified.

**Case Aide**  
**Catholic Social Services**

**WORKING ENVIRONMENT:** Responsibilities of the Case Aide involve travel, and work beyond the regularly scheduled workday.

Effective: 1/1/04